



3

**Chairpersons
Statement**

A year of
substantial growth

4

**CEO's
Address**

Leadership and
collaboration

10

**Operations
Team**

Our people,
our partnerships

12

**Client Services
Team**

A lot of heart
and soul

20

**Community
Development & Events**

Additional
humanitarian intake

26

**Family Support
Team**

Going the
extra mile, and
then some

30

**Business
Development**

Our strategy, our
partnerships

36

**The CALD
Project**

Addressing gaps:
Building capacity

38

**Community
Proposal Pilot**

Engaging
communities

39

**Liverpool MRC
Board & Staff**

42

**Funding
Bodies**

43

**With
Thanks**

Chairpersons Statement

A year of substantial growth

Reflecting on the year that has passed, it is evident that it has been a year of growth and change at the Liverpool MRC. The past year has seen substantial growth in the number of clients assisted by the Liverpool MRC's casework services, including a significant increase of complex cases supported under the Complex Case Support Program. I note also the growth in the activities within the Liverpool MRC's Family Support programs, including the addition of a new multicultural support playgroup run in conjunction with Liverpool City Council, and the Liverpool MRC's response to an unprecedented number of expressions of interests received under the Community Proposal Pilot.

On behalf of the Liverpool MRC, I welcome the Federal Government's announcement of the resettlement of an additional 12,000 refugees from Iraq and Syria in addition to the existing humanitarian intake. Since this announcement, the Liverpool MRC has undertaken leadership in conjunction with Liverpool City Council to improve sector coordination and collaboration to support humanitarian entrants settling in the Liverpool Local Government Area. We hope this will support the settlement of newly arrived refugees for years to come.

In the midst of growth, I am proud of the commitment of the Liverpool MRC Management Committee in the strategic repositioning of the organisation for the future. This has helped to define key priority areas for the Liverpool MRC in the medium term. Some of these include family and youth support, employment and migration client services. The Committee is passionate about board and organisational reforms that can sustain and better position the organisation for the future.

I wish to acknowledge the significant contribution of collaborations and partnerships with key government, non-governmental organisations and communities over the past year to the

Liverpool MRC's growth and service delivery.

In July 2015, the Liverpool MRC joined the NSW Settlement Partnership, a consortium of 22 organisations across NSW working to deliver settlement support to newly arrived humanitarian entrants and refugees under the Department of Social Services' Settlement Support Program (SSP), led by Settlement Services International (SSI). The partnership has presented opportunities for innovation, leading us to offer new programs such as the Lead the Way refugee employment preparation program with links to industry mentors, and the Courageous Journeys photography project, both of which you will read more about in this annual report.

I also note the opportunities presented by partnerships for the Liverpool MRC to further its provision of Emergency Relief support to community members experiencing financial hardship. A consortium arrangement with the Macarthur Diversity Services Initiative and Illawarra Multicultural Services has grown the Liverpool MRC's capacity to provide material aid in crisis situations. This assistance, in conjunction with the establishment of complementary financial capability supports from the Liverpool MRC offered by Anglicare, Salvation Army and the Energy and Water Ombudsman of NSW, has enabled the Liverpool MRC to more comprehensively support those presenting at the Centre with financial challenges.

May I take this opportunity to thank all of the Liverpool MRC's partners and stakeholders for their support and dedication in assisting the culturally diverse communities that we serve, especially where disadvantage exists. May I also extend thanks and congratulations to the staff, Management Committee and volunteers, without whom the work of the Liverpool MRC would not be possible.

Dr Vincent Ogu
Chairperson

Chief Executive Officer's Address

Leadership and collaboration

Friends,

I find myself writing this year's CEO Annual Report in a year that has flown by very quickly – it is hard to believe that another 12 months has passed.

The organisation continues to grow and provide a range of services and activities, well in excess of the resources it has been given. These are outlined in the following report and I can only highlight some of the achievements.

As outlined in the Chairperson's address, the announcement of 12,000 extra Syrian and Iraqi refugee arrivals has put the organisation into the spotlight, both locally and at a state level. Taking the lead with Liverpool City Council, we have spearheaded an initiative to assist with local planning in response to this, culminating in the Localised Action Plan.

Delivering on our 2015-2018 strategic plan, we have strengthened our Hub-based model for services who wish to base themselves in Liverpool. This is an important strategy for the LMRC, as it not only provides a collective settlement support space, but also allows improved service access to our clients and enhanced service delivery for the local area. This synergy is paying dividends with increasing demands on growth. As a result, we have more than doubled our floor space from the previous year and we are now close to capacity. This increased range of structured services being offered at the LMRC has however resulted in increased pressure on community groups and the activities they wish to hold, as their ability to access facilities has been limited. However, we continue to

try our best to ensure as many community groups as possible can use the centre and hope to provide more access into the future.

Upon reflection of the last year and the organisation's growth (33% over the last two years), it is also important to note that we have continued to attract and retain talented staff. This has been a major achievement and one that LMRC Management recognises. The pool of talent we have at the organisation is outstanding. I would like to acknowledge my managers, Alcina, Jenny, Iman and Ollie for their commitment and vision. I would also like to acknowledge our Marketing & Communications Officer, Emma, who has not only taken this report under her wing, but has been working in this new and expanding area, while helping to shape the future presence of the organisation.

We have continued to strive for innovation and as a result, have undertaken numerous small projects and initiatives. **Lead the Way** is an employment support program for clients, where we provide intensive job readiness training and employment mentors. **Courageous Journeys: A Family Portrait** is a photography project that captures client families and recognises their journey to Australia while highlighting their resolve and determination, and how it benefits our local community. Complementing our existing direct casework capacity, we have introduced financial support programs such as the Financial Counselling sessions, Emergency Relief programs and outreach to the 2168 Postcode (Miller). We were also fortunate enough to be the recipients of a fundraising effort, thanks to a sold-out screening of **Freedom Stories** with an introductory talk from Eva Cox earlier in the year.



The announcement of 12,000 extra Syrian and Iraqi refugee arrivals has put the organisation into the spotlight, both locally and at a state level.

In keeping with our commitment to a participatory society, we held a **'Meet the Local Candidates'** night for the three local electorates, Fowler, Werriwa and Hughes. We partnered with SBS, who MC'ed the event, provided a photo-booth and interviewed participants. The event was broadcast on both SBS radio and local radio station 2GLF.

We have also recently joined the newly formed New South Wales Settlement Partnership (NSP), with 22 other agencies, auspiced by Settlement Services International (SSI). This provides us with a new model of service delivery in the settlement space and will allow us increased ability for industry-led responses to settlement needs.

The Community Proposal Pilot continues to be an important pillar among the services being offered by the LMRC to the people of Western Sydney. The ability to sponsor refugees as nominated by the community and allow diversity in the refugee program is one that is important and highly valued. The LMRC continues its commitment to exercise an ethical and transparent approach to this program as well as continuing to develop as industry leaders in that space. We have undertaken much advocacy to policy makers to ensure the program is one that is complementary to the existing refugee and humanitarian intake, and continues to build on the strength of the local community to assist in settlement.

As we look ahead to the coming year, several challenges and opportunities face the organisation. This sector and policy environment is ever-changing and the risk of

settlement programs solely addressing refugees at the expense of family reunion migrants is a dangerous one. The whole industry is now focusing on supporting clients to make the choice of where they want their service to come from, based on the assumption that they have the ability and knowledge to make informed choices and not be taken advantage of. In addition, the world of consumer-driven choice and competition have increased the risks facing quality service coordination. As a result of these changes, services are being fragmented. In response, LMRC is taking on a service provision coordination role for our clients. This is not a recognised role and the cost of shifting to this mode of service delivery will be increasingly felt.

Migration; services under the NDIS; Family Support; Arts; Culture; and Fundraising are all important strands moving into the future, and enhanced visibility in these areas through our branding and digital strategy will also become increasingly important.

However, in this changing environment of service retailing and increased focus on profit, now is the time for the sector to hold onto our values and ensure they are inherent in all that we do!

Join us in another busy year as we look forward to new opportunities and the challenges it may bring, while we work towards a socially inclusive and just community.

Kamalle Dabboussy
Chief Executive Officer

FRONT DESK

9181

occasions
of support
were provided
through our
front desk

This included the provision
of **3188** external referrals to:

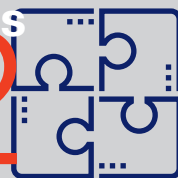
legal aid

1412



external CALD
services

492



education &
employment
services

266



financial &
material aid
agencies

439



232

clients supported with
emergency relief support
over 267 sessions

86%

of clients supported speak a
language other than English

Reasons for seeking assistance:

large bill



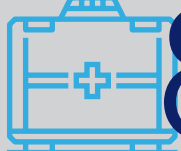
54%

food insecurity



20%

illness /
disability



8%

accommodation



4%

Most Common Countries of Birth of New Clients

8

SIERRA
LEONE

6



Operations Team

Our people, our partnerships

Since the refurbishment and renovation of the Liverpool MRC offices last financial year, the centre has been able to grow and accommodate other organisations who complement the Liverpool MRC suite of services and offer client support on many levels.

Over the past year, our operations team has consistently assisted and supported all staff and partner organisations.

In addition, our community partnerships have continued, only growing stronger and more structured due to the more substantial outreach rooms that can provide information and support to clients in larger numbers, including legal advice clinics and language classes.

Organisations that have continued to provide invaluable outreach support to clients from the centre this year:

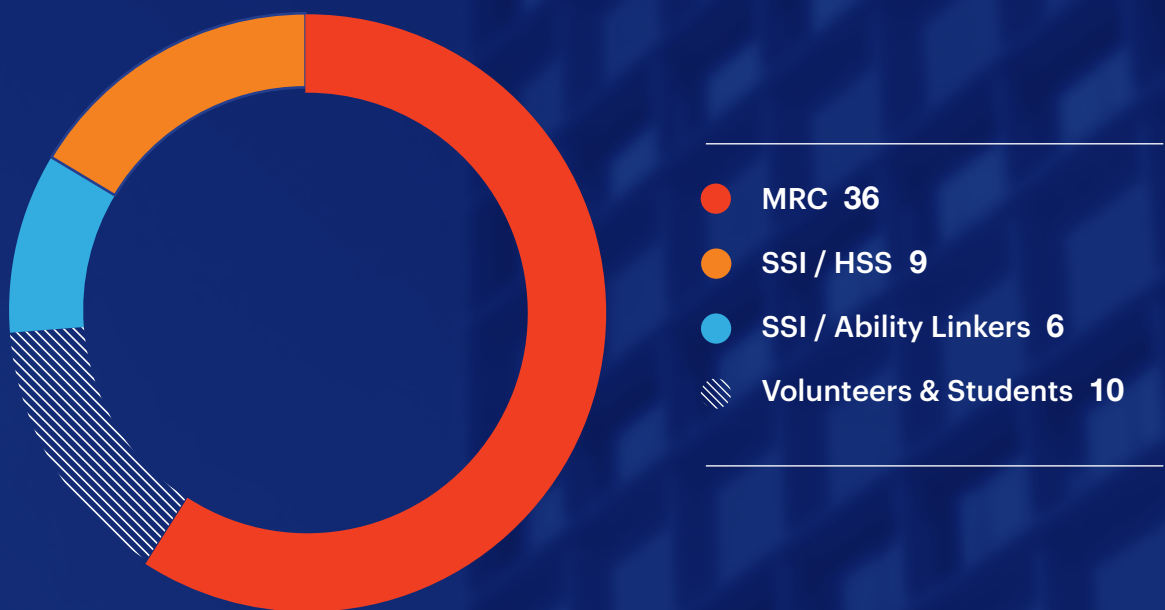
- Legal Aid NSW – Immigration, Social Security and Family Law
- Melkite Catholic Welfare Association
- Australian Taxation Office - Tax help
- Energy & Water Ombudsman NSW – Monthly Bring Your Bills Day



The facility support that the Liverpool MRC provides for local community and cultural groups is what makes the Liverpool MRC such an integral part of the local area. Whether they are established or newly-arrived migrants, the Liverpool MRC understands the necessity for groups to have a space to share and celebrate what brings them together and makes them a community.

The following groups utilised our centre and meeting rooms in the past year:

- Maltese Women’s Group
- Spanish & Italian speaking seniors
- Mandaean Australian Community Cultural Club
- IGBO Community NSW
- Settlement Services International (SSI) Orientation program
- Arabic Men’s Group
- Mandaean Women’s Group



Client Services Team

A lot of heart and soul

If the operations team is the nervous system, connecting all the different parts of the Liverpool MRC, then the client services team has continued to be the heart and soul. The team has consistently supported vulnerable and newly-arrived clients to continue on their settlement paths and reach their potential.



missing from this photo are
John Buraho, Khadija Sifat
& Mazin Ahmad

Settlement Support Program

The Settlement Support Program (SSP) has had another eventful year, almost doubling its client numbers from the 2014/15 period.

The team has worked diligently to address an extensive range of client issues including but not limited to; housing, physical and mental health issues, financial hardship and access to mainstream services.

In response to a request from a group of female clients, the Liverpool MRC client services team partnered with Legal Aid NSW and Green Valley Domestic Violence Service to provide information and increased awareness around domestic violence and the support that is available.

They also facilitated the Australian Electoral Commission (AEC) to deliver a bilingual information session on how to vote in this year's local, state and federal elections.

Receiving Australian citizenship can be an emotional and memorable part of our clients' journeys, yet many struggle with the process and paperwork involved in the application. As a result of several requests from clients for support, the client services team held three sets of citizenship workshops to provide education on how to complete the citizenship application forms and apply for the test.



910

individual clients
assisted

2856

one-on-one
casework sessions

9181

enquiries supported
through the front desk

Complex Case Support

In partnership with Illawarra Multicultural Services (IMS), the committed Complex Case Support (CCS) team of senior caseworkers has worked on 52 cases, totalling 226 family members.

The CCS program has supported clients to achieve some great outcomes over the past year including the securing of long-term accommodation; supporting clients to undertake complex health procedures; supporting survivors of domestic violence to understand and obtain AVO's; and much more.

The number of referrals to CCS for clients with intellectual and physical disabilities has grown immensely and in response, the client services team developed factsheets for staff on how to discuss disability in a culturally appropriate framework and how to support clients to access the newly-rolled out National Disability Insurance Scheme (NDIS). Because of CCS, many clients have been able to obtain full diagnoses for their disability and are now able to access support services appropriate for theirs and their family's needs.



MEET THE STAFF

**Anna-Marie Connor,
Service Team Coordinator**

**How long have you worked
at the Liverpool MRC?**

It will be two years in August 2016.

**What brought you to the
Liverpool MRC?**

I have always been passionate about working with refugees who are settling in Australia and had heard great things about the work that the Liverpool MRC did, so when I saw a position come up I was very excited to have an opportunity to work here.

What do you enjoy about working here?

Being able to assist clients on their resettlement journeys. It's very rewarding being there to support them in times of need and to celebrate their successes.



Meet Muthana

Muthanna arrived to Australia from Iraq in May 2014 on a humanitarian visa with his wife and six children. The family have been working with the Liverpool MRC since November 2014 and have been supported to access a range of services over this time.

Upon finishing with the Humanitarian Settlement Support (HSS) program, Muthanna was originally supported by the SSP program. However, as the complexities of his family's issues unfolded, they were referred to the CCS program.

Muthanna was significantly injured during the ongoing conflict in Iraq and lost his right hand. It was a dream of his to obtain a driver's licence but he continually faced barriers to this because of his disability. With extensive support from his CCS caseworker, Muthanna was able to pass his driver's test and also obtain the disability support pension. This has financially assisted his family and increased their independence to no end.

Since their arrival in the Liverpool community, Muthanna and his family have been active participants in a range of Liverpool MRC programs and activities. The family attended the Community Welcome Dinner that the Liverpool MRC held in celebration of Harmony Day, giving them the chance to share family recipes and stories while welcoming others to the area. Muthanna and his children also took part in the ***Courageous Journeys: A Family Portrait*** photography exhibition. On the exhibition's opening night, Muthanna shared the story of his family's journey to Australia providing all who attended with a powerful story of hope and perseverance.

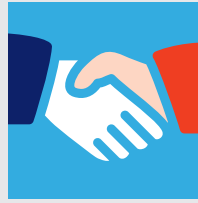


Miller Casework Outreach & Form Assistance Clinics

Over the past year, the Liverpool MRC has continued to provide casework support and administer the Emergency Relief (ER) program at the Miller Community Centre, four days per week. Through this service, the Liverpool MRC has been able to support newly-arrived migrant and refugee clients living in the Miller and surrounding suburbs who were not able to access our Liverpool office.

In staying true to our capacity building way of working, this year, the Liverpool MRC began a Form Assistance Clinic at Miller Community Centre. Through this service, clients are able to access Liverpool MRC - translated forms including the citizenship, birth certificate, passport and tenancy application forms, so as to enhance their ability to complete these independently in the future.

We have conducted two clinics per week since February 2016 and have supported a total of 56 clients to build their knowledge and capacity around these important documents.



Community Partnerships

To address the needs of South West Sydney's diverse community members, the Liverpool MRC has continued to develop partnerships with other service providers.

We wish to thank Anglicare and The Salvation Army who continue to support Liverpool MRC clients who are experiencing financial hardship by providing outreach services from our office.

We would also like to extend our thanks to Legal Aid NSW who have continued to provide outreach support from the Liverpool MRC through immigration, family and social security law advice clinics. A special mention must go to Oliver Slewa who has gone above and beyond in his support to caseworkers around immigration issues and delivering information sessions.

The Liverpool MRC has continued to work closely with the Melkite Catholic Welfare Association and is very thankful for the outreach casework support they have provided over the past year. This partnership has been particularly fruitful and has resulted in a collaborative Refugee Week project, ***Courageous Journeys: A Family Portrait***, which is outlined in the community development section of this report.

Lastly, we would like to acknowledge the dedicated work of the other agencies with whom we continue to work collaboratively in addressing the complex needs of our clients, including SSI, STARTTS, NSW Refugee Health, Illawarra Multicultural Services, Liverpool City Council, Uniting Care Burnside and the Partners in Recovery South Western Sydney (PIRSWS) consortium, to name but a few.



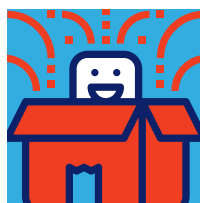
Emergency Relief (ER) & Financial Capability

The past year has seen the initiation of the Liverpool MRC's Emergency Relief (ER) program. In partnership with Macarthur Diversity Services (MDS) and Illawarra Multicultural Services (IMS), the Liverpool MRC now provides financial support to individuals and families experiencing financial crisis.

Over the course of 2015/2016, the Liverpool MRC has assisted over 200 clients through the ER program, totalling over \$50,000 in financial relief. The majority of this support was provided in the form of Energy Accounts Payment (EAPA) Scheme and Woolworths Essentials food vouchers. Financial relief was also provided to support clients with funeral costs, medical expenses and rental arrears.

The Liverpool MRC has partnered with other ER providers in the Liverpool/Fairfield area and is a founding member of the Liverpool and Fairfield Emergency Relief Network which aims to provide streamlined support for vulnerable clients in crisis.

The Liverpool MRC's holistic way of working underpins the financial services partnership with Anglicare and the Salvation Army, while the budgeting support offered to ER clients aims to reduce their reliance on future funds.



New Projects

It has been an innovative and exciting year at the Liverpool MRC with two new projects being developed and implemented by the client services team.

In partnership with SSI's Women at Risk working group, the Liverpool MRC held a consultation with newly-arrived refugee women in February 2016 where 12 women identified the challenges they are facing with settlement and the support they would like to receive. As a result of this consultation, **STRIVE**, a women's support group, was formed in April 2016. **STRIVE** meets on a weekly basis and this dedicated group of women meet to share stories, learn new skills and support each other.



The **Lead the Way** employment program was also established during the past year. In conjunction with an employment consultant, the Liverpool MRC developed a 4-week intensive training program to assist newly-arrived refugees to create employment goals and learn the necessary skills to meet these goals. The first program intake was in June 2016 and the Liverpool MRC supported four clients to develop skills in effective and efficient job searching, resume writing and interview completion. **Lead the Way** has also recruited a pool of sixteen (16) volunteer employment mentors from a wide range of skill sets and backgrounds to support these and future participants in gaining meaningful employment beyond program completion.



Complex Case Support (CCS) Conference

In Spring 2015, the Liverpool MRC undertook a research project entitled “**Complex Casework: Responding to the Added Complexities of the Refugee Experience.**” By drawing on the experiences of practitioners from the Liverpool MRC and SSI, our research explored the settlement challenges faced by Iraqi and Syrian refugees in South West Sydney.

This research paper highlighted the complexities of working with newly-arrived refugees, and how the refugee journey can compound these. It was presented at the second National Complex Needs Conference in Canberra in November 2015.

As a result of attending and presenting at the conference, the Liverpool MRC was able to share our first-hand knowledge and experience with a wide range of practitioners from different services across Australia.

A warm thank you to Cristina Maiorana, a final year social work student from Western Sydney University, who undertook the research and developed the paper with senior Liverpool MRC staff.



This paper can be found on our website www.lmrc.org.au

Volunteers & Students

The Liverpool MRC continues to have a dedicated team of students and volunteers who over the past year, have contributed significantly to the organisation as a whole. Volunteers support a wide range of programs at the Liverpool MRC, including the homework support program, the Community Visitor Scheme (CVS), front desk support and **Lead the Way**.

The centre is dedicated to supporting members of the local community to develop the skills necessary for accessing employment and throughout 2015/2016, the Liverpool MRC trained twenty-two (22) new students and volunteers who were all from culturally and linguistically diverse (CALD) backgrounds. Three of our dedicated front desk volunteers have found employment - two within the Liverpool MRC client services team!

The Liverpool MRC is also committed to developing ongoing and productive relationships with educational institutions and this year was no exception, hosting two more final year Social Work students and one Masters of Cultural Studies student.

The Liverpool MRC twice weekly language classes have become an integral part of many clients' learning routines as it provides a safe, familiar space to learn English. The past year has continued to see two of our dedicated and hard-working volunteers, Joe and Prenesan, deliver the lessons. You can learn a little more about Joe below.

The Liverpool MRC client services team would like to extend a huge thank you to all the volunteers and students who have assisted us over the past year. Your commitment and hard work has been invaluable!



MEET THE VOLUNTEERS

**Joe Asfoura,
Volunteer English Teacher**

**Why do you volunteer with
the Liverpool MRC?**

I started volunteering because I wanted to use my time helping people who wanted to learn English. I can speak two other languages – Arabic & Spanish - and have been in Australia for nearly 50 years.

I enjoy it – it gives me a feeling of reward when students are happy and I get to see positive changes in them. It is good to do good things for people.

Volunteer Support Statistics:

2856

casework sessions

223

ER clients assisted

910

clients assisted

9181

short contacts

1940

referrals

settlement success

Community Development & Events

Additional humanitarian intake of 12,000 Iraqi & Syrian refugees

On 9 September 2015, the Australian Government announced that it would make an extra 12,000 humanitarian places available in response to the conflicts in Syria and Iraq. These places were in addition to the existing Refugee and Humanitarian Programme intake of 13,750.

The Liverpool MRC understood that many service providers in the Liverpool area would feel the need to reallocate and restructure resources as a result of these increased arrivals, and that it would take a collaborative approach across the sector to ensure a collective and coordinated response.

Consequently, in November 2015 & May 2016, the Liverpool MRC co-convened industry briefings and strategic planning workshops in partnership with Liverpool City Council. These briefings centred on the most up to date resettlement and government policy information being shared with attendees from across the community services sector in South West Sydney.

The May 2016 briefing saw a roundtable discussion between Prof. Peter Shergold, NSW Coordinator-General for Refugee Resettlement, the Liverpool MRC and Liverpool City Councillors, followed by a Q&A session with councillors and representatives from the wider industry briefing, facilitated by Mr. Kamalle Dabboussy, Liverpool MRC CEO.

The Liverpool MRC continues to work with Liverpool City Council on leading a service response across the community that best serves these newly-arrived refugees.



African Cultural & Dinner Nite

October 2015 saw the annual African Cultural & Dinner Nite (ACDN) extravaganza take place at Liverpool Catholic Club with special guests including Hon. Senator Ms. Concetta Fierravanti-Wells, Mr. Tony Burke MP & Ms. Julie Owens MP, to name but a few.

The ACDN is an initiative of Igbo Community Australia (ICA), an African community association, and organised in partnership with the Liverpool MRC, CORE Community Services and the Rwandan Community of NSW. The event provides a platform for African communities to bond, celebrate and showcase African heritage and talents to the wider Australian society.

The Liverpool MRC has continued to play a significant role in the planning and coordination of this special event and in light of this, was awarded a special Certificate of Appreciation for "supporting the event's vision of cultural awareness and community participation."



The Liverpool MRC stands against domestic violence on White Ribbon Day

Every year on November 25th, the Liverpool MRC unites with other community organisations and supporters to raise awareness around domestic violence, and this year was no exception. The 2015 White Ribbon Day Miller March and Gala Day highlighted our solidarity with those who have experienced domestic and family violence, and included a festival at Edwin Wheeler Reserve with information stalls, music and the obligatory sausage sizzle!



The Liverpool MRC shines bright at the ZEST Awards

This year, the Liverpool MRC was nominated for three ZEST Awards which were held at Sydney Olympic Park on 24th February.



The ZEST awards are the premier community service awards in Greater Western Sydney and the organisation was nominated in the following categories;

- Exceptional Community Partnership Project in a Local Government Area (The CALD Project, Liverpool MRC & Partners in Recovery South Western Sydney)
- Outstanding Voluntary Group/Organisation (Community Visitors Scheme, CVS)
- Exceptional Community Partnership Project in a Local Government Area (Cultural Connect Project, Liverpool MRC & Mission Australia)

Unfortunately, the competition was fierce and we walked away empty-handed but a great night was had by staff in celebration of the Liverpool MRC's contribution to a better Greater Western Sydney!



Newroz & Iraqi Cultural Festival 2016

March proved to be peak festival and community celebration season with the Liverpool MRC sponsoring both the United Kurdish Association of NSW Newroz celebrations at Mirambeena Regional Park, and the weekend-long Iraqi Cultural Festival at Casula Powerhouse.

These events offered the opportunity to celebrate rich cultures and diversity and we were delighted to have attended both.



Harmony Day 2016

The Liverpool MRC celebrated Harmony Day in a big way this year, assisting with and hosting two events on the same day! Harmony Day, 21 March, celebrates Australia's cultural diversity and is all about inclusiveness, respect and a sense of belonging for everyone.

The day of celebration kicked off with the Miller 2168 Harmony Day extravaganza which the Liverpool MRC assisted in organising. We happily joined forces with other community welfare services from the Miller area to create an atmosphere of celebration and inclusion with live musical performances, collaborative artwork, face painting, activities/games for children, craft stalls and service information.

Harmony Day celebrations were far from over as it was then time for the Liverpool MRC to host Liverpool's first Harmony Day Community Welcome Dinner in partnership with the Welcome Dinner Project (WDP).

The Welcome Dinner Project (WDP) enables newly arrived people and established Australians to meet over dinner and share a meal. The aim of the project is to create a platform for meaningful connection, sparking friendships between people of different cultures who are living in close proximity to each other but have not had the opportunity to meet in a supported environment.

The Liverpool MRC used the strong connection it has with the local community to ensure both newly-arrived and established Australians were present to celebrate Harmony Day together.

Over 40 people attended the dinner and guests enjoyed an evening of great company and hospitality with each person bringing a dish from their culture to share, as a comfortable and friendly introduction and celebration of diversity.

"The sharing of food is one of the best ways to celebrate our commonalities, which is what Harmony Day is all about. Everybody went home smiling, feeling welcome and having eaten beautiful food," said Liverpool MRC CEO Mr. Kamalle Dabboussy.



The Liverpool MRC joins forces with SBS to host Meet the Local Candidates Forum

In the lead-up to this year's federal election, the Liverpool MRC hosted this year's **Meet the Local Candidates** Forum on Thursday the 16th of June in Liverpool, with SBS Radio and 2GLF Liverpool-Fairfield Community Radio broadcasting live from the event.

Nine candidates and five political parties were represented across the three electorates of Fowler, Hughes & Werriwa and constituent questions covered many issues including; the privatization of Medicare, immigration policy, youth unemployment, the Moorebank Intermodal, community internet access, Gonski education reforms and housing affordability.

SBS Radio was on hand to interview candidates throughout the event, while MC Ms. Heba Kassoua, Senior Producer & Broadcaster at SBS Arabic 24, floored the questions.

The event concluded with remarks from the Liverpool MRC CEO, Mr. Kamalle Dabboussy, who told candidates and constituents that the Liverpool MRC was committed to working alongside whoever was elected in continuing to advocate and promote the issues of the day on behalf of the diverse communities we work with. "The CALD (Culturally and Linguistically Diverse) community's voice is extremely important, and it is part of the Liverpool MRC's mission to ensure that voice is part of the election conversation," Mr. Dabboussy said.



Refugee Week 2016

A fundraising screening of the documentary “**Freedom Stories**” was held for the Liverpool MRC at Glebe Justice Centre to mark the start of Refugee Week in June 2016.

The event was organised by a member of the public to raise funds for the Liverpool MRC Homework Support Program and STRIVE Women’s Social Group. Over \$2,000 was raised on the night with over 90 people purchasing tickets to attend.

On Thursday 23rd June, as Refugee Week came to a close, the Liverpool MRC launched the **Courageous Journeys: A Family Portrait** photography exhibition at Bankstown Arts Centre in partnership with the Melkite Catholic Welfare Association.

The **Courageous Journeys: A Family Portrait** project recognises the courage of resettlement, the power of storytelling and images, and provides a space in which refugee participants have their hopes for the future acknowledged and shared. The photographs exhibited acknowledge the journeys of refugee families who have settled in South West Sydney through a series of family portraits.

Over 70 people attended the launch and special tribute was paid to the participant families who, for the most part, were also present on the night. “We are honoured to witness a snap shot of their journey and thank them for sharing it with us,” said Liverpool MRC CEO Mr. Kamalle Dabboussy.

The theme for Refugee Week 2015 - 2017 is “**With courage let us all combine**”. Taken from the second verse of the national anthem, the theme celebrates the courage of refugees and

of people who speak out against persecution and injustice. It serves as a call for unity and for positive action, encouraging Australians to improve our nation’s welcome for refugees and to acknowledge the skills and energy refugees bring to their new home.

One member of a participant family, Mr. Muthanna Al-Badri, took the opportunity to share details of his journey from Iraq to Australia with the audience. He spoke with eloquence and emotion while showing his appreciation for the support he and his family have received since their arrival in 2014.

The evening concluded with words from Mr. Tony Burke MP, who referenced Australia’s rich multicultural history and its importance to us all.

With the exhibition being only the first of a two-part collaborative project, the launch of the **Courageous Journeys: A Family Portrait** book which will include photos taken by the families themselves, will take place at the end of 2016.



Family Support Team

Going the extra mile, and then some

Youth

We continue to be an active part of major youth networks around Sydney:

- the SSI Youth Collective_



- the Western Sydney Youth Sector Network_

- the Multicultural Youth Advocacy Network



21

homework support
program sessions
were held

8

new volunteers were
trained as tutors to
work with students to
'catch up and keep
up' with homework

16

young people have
accessed youth
casework support
through weekly outreach
at Miller and Lurnea IECs

20

students took part in
four LMRC facilitated
Basic Job Skills
workshops at Miller IEC

In collaboration with the Humanitarian Settlement Support (HSS) program, the Liverpool MRC accompanied and coordinated a group of newly-arrived young people to go on a guided tour of Sydney CBD, discovering different iconic locations in an Amazing Race-style day trip in September 2015. As HSS works with clients who are still within the first six months of their settlement journey, the Amazing Race concept enabled the young people to learn more about navigating the public transport system in Sydney while learning about the support that the Liverpool MRC could offer them and their families – and of course, get competitive with each other!!



The Liverpool MRC facilitated the GOALS Life Skills workshop at Liverpool Boys High School with the final session (of 5) being held in term 4 of 2015. In conjunction with soccer skills clinics, individual in-classroom information sessions were facilitated by Paul Wade, former Socceroos captain, who used his own personal and professional experience to talk to twelve students in years 9 and 10 who were at risk of disengaging from school.

In April 2016, the Liverpool MRC attended the My-Life Youth camp with young newly-arrived clients. The camp, organised in partnership with the Community MRC, SSI Youth Collective and Creating Chances Football United, sought to build leadership skills and expand networks whilst allowing participants to contribute to the Youth Collective consultations. The camp also enabled the young people to socially engage socially within a diverse group and build capacity to make positive social impacts.

In partnership with Green Valley Police, the Liverpool MRC accompanied twelve year 5 and 6 students from Malek Fahd Islamic School in Hoxton Park to Questacon, Canberra in June 2016. The goal was to provide the students with the opportunity to socialise and build confidence in engaging with NSW Police, orient and connect them with a different city and engage them with science and technology.



Seniors Support

To celebrate Seniors Week 2016, the Liverpool MRC was successful in getting funding to support recently-arrived seniors to better understand and embrace their new Australian home through recreational excursions to significant regional landmarks. Under this funding, the Liverpool MRC supported three local community groups to venture out and enjoy what NSW has to offer:



The Maltese Seniors Group went to the Blue Mountains for the day

The Mandaean Women's League and Mandaean Cultural Club travelled to Stanwell Park and Wollongong Lighthouse



The Mandaean Senior Women's & Men's Group ventured to Jervis Bay and enjoyed the beautiful sunshine

To finish off the Seniors Week festivities, the Liverpool MRC was given free tickets for seniors to attend the Premier's Gala Concert Puttin' on the Ritz which took place at Homebush stadium



Community Visitors Scheme

The Liverpool MRC has been running the Community Visitors Scheme (CVS) for over 15 years. CVS aims to enrich the quality of life of aged-care residents who have been identified as being lonely or socially isolated and would benefit from having a regular friendly visitor. The Liverpool MRC continues to offer a specialized CVS as it uses its community connections to link CALD (Culturally and Linguistically Diverse) volunteers with CALD residents who have a limited fluency of English.

All 19 CVS CALD volunteers spend their visits doing something they both enjoy – reading, listening to music, chatting and reminiscing, or watching a favourite TV program together. The connection to one's language and culture are integral to one's identity and grows increasingly important as people get older. As memories fade, some people can revert to speaking in their birth language, and this is one of the reasons why linking them to a CALD volunteer who speaks the same language can be the difference between being heard and being in silence.

Each CVS volunteer approached the Liverpool MRC independently as they wanted to make a difference to those who feel loneliness and isolation.

The program has grown considerably over the years to mostly by word of mouth - with volunteers sharing their positive experiences with others in the community.

What is astounding about the Liverpool MRC CVS volunteers is that a lot of them have come from refugee backgrounds themselves and have had turbulent journeys to Australia, as have some of the aged-care residents. This ability to identify with and understand something like the refugee journey and settlement experience is invaluable and is one of the reasons why the CVS program is so important.

Liverpool MRC CVS currently supports:



25
aged care
residents



5
residents who
get visited
at home



19
Arabic or
Spanish
speaking
volunteers

Meet the Volunteers:
Fouzi Jamhour, CVS Volunteer

Fouzi is a CVS volunteer who came to Australia from Lebanon as a refugee many years ago while also suffering from a brain injury due to a bomb blast. He lives in the Liverpool LGA with his wife and the support of two carers.

Despite having gone through numerous major surgeries, and having no sense of taste or sight in one eye, he continues to be a passionate and dedicated CVS volunteer who visits his aged-care resident on a regular basis, carer in tow.

Fouzi recently received his annual certificate of appreciation from the Liverpool MRC, along with all the other CVS volunteers – some of whom had been volunteering for over 10 years! - and took much pleasure in sharing how much joy being a CVS volunteer brings him. His carer advised that it has done wonders for him and his physical and mental health have improved greatly.

Hence, not only does such a special relationship bring joy and connection to an aged-care resident who is experiencing social isolation, but there are huge benefits to reap for the volunteers who pay the visits. These benefits reach far and wide, leading to enrichment and engagement with the wider community.



**Cultural Connect Project /
Multicultural Playgroups**

The Liverpool MRC has been running the Cultural Connect Multicultural Playgroups on a weekly basis for the past 15 years. They operate out of two locations - Liverpool (multicultural playgroup) and Heckenberg (Vietnamese playgroup).

The playgroups support migrant and refugee families with children aged 0-5 years, families from small emerging communities and extended family members. The playgroup specifically accommodates parents who are socially, culturally and linguistically isolated and focuses on building a strong relationship between the child and parent. The grass roots level support offered by the Cultural Connect Project aims to increase the engagement of vulnerable families into a coordinated service network, transition families through a playgroup continuum, ensure early intervention by specialist services where developmental concerns have been identified and support improved parenting practices through culturally competent practice and service provision.



HAPPY HEART
A Child

The Liverpool MRC playgroup model is significant and continues to achieve extraordinary outcomes for families in the Liverpool LGA, especially in preparing both children and parents for school.

Participating families this past year have come from the Czech Republic, India, Iraq & Peru.

- **27** families and **33** children were supported by our playgroups
- **4** children were supported to transition to school in 2016
- **13** children were connected to preschool and other supported services
- **7** families were assessed as requiring ongoing support and were not exited.

The **Cultural Connect Project** supports children to get ready for preschool by:

- Supporting their carers to use the '15 Important School Readiness Skills'
- Explaining the importance of 'Messy Play' in child development to parents
- Facilitating active play experiences

Getting to know each other in the playgroup setting is very important and to assist with this, the Liverpool MRC holds regular information sessions which have included:

- A nutrition workshop at the Vietnamese playgroup facilitated by an Early Childhood Dietician from South Western Sydney Local Health District.
- 'Toy Safety Awareness' workshops facilitated by the Department of Fair Trading.
- 'Importance of Movement' workshops facilitated by an Occupational Therapist from the Miller Co-Location Program.
- 'National Simultaneous Storytime' at the Vietnamese playgroup. 'National Simultaneous Storytime' is an annual campaign that aims to encourage more young Australians to read and enjoy books. It is a colourful, vibrant, fun event that aims to promote the value of reading and literacy, using an Australian children's book that explores age-appropriate themes, and addresses key learning areas.

The **Cultural Connect Project** could not achieve any of these outcomes without the hard work and dedication of the family support team.

Case Studies

How we help

1. Having arrived in Australia in 2010, a family of three started attending the Cultural Connect playgroup in 2013 needing intense support with parenting skills, child development and self-care. Their child presented with language delays, lack of eye contact and socialization skills. The Liverpool MRC staff assessed their needs as a family and referred them for a developmental assessment. After a diagnosis of autism and language delays, the parents did not cope well and needed extra support. Their child has now progressed from attending preschool two days per week to three days per week.

2. Having arrived in Australia in 2009, a very shy first time mum started attending Vietnamese playgroup in 2013 with limited English. Trust was gained slowly but surely. She constantly carried her 15 month old son and staff became concerned regarding his ability to walk. She also left playgroup consistently early to get home and cook for her husband. Liverpool MRC staff supported and guided her in letting her son walk independently and understand the importance of staying for the whole playgroup session so they could get a better understanding of her child's developmental milestones. After a referral by playgroup staff, an Occupational & Speech Therapist now conducts home visits with the family and the child walks and runs independently. He also attends preschool two days per week and Mum is working part time.

Business Development

Our strategy, our partnerships

Policy & Funding

In light of the Liverpool MRC's persistent growth, two exciting new positions were created and filled this year. The first is the Policy and Funding Officer position which is currently held by Meredith Stuebe.

The Policy and Funding Officer's role covers many distinct areas of operation; monitoring and responding to government policy and legislation announcements/amendments; identifying funding and tender opportunities (corporate, philanthropic and local / state / federal government); designing and developing initiatives in line with the Liverpool MRC Strategic Plan; facilitating project partnerships; and researching and developing applications.



In the past year, the Policy & Funding Officer has worked on a number of successful grants.

NSW SENIORS FESTIVAL

NSW SENIORS WEEK 2016 GRANT, NSW FAMILY & COMMUNITY SERVICES (FACS) | GO-WEST COUNTRY 'STRAYLIA

The **Go-West Country 'Straylia** project targets recently arrived seniors, providing them with an introductory opportunity to better understand and embrace their new Australian home, through recreational excursions to significant regional landmarks.



INNOVATION FUND, SSI | LEAD THE WAY

Lead the Way is an intensive refugee employment program that aims to provide orientation to the Australian job market and job search skills, such as resume writing, completing job applications and interview techniques. It also connects participants with mentors from the sector they are wishing to gain employment in, as a means of additional support and networking.



**Family &
Community
Services**

LIVEABLE COMMUNITIES, FACS | *ACTIVE AGEING: CHANGING THE NARRATIVE*

Active Ageing: Changing the Narrative is a social media campaign encouraging older people to lead active, healthy, engaged and independent lives through a series of four humorous and informative four-minute YouTube videos, chronicling the exploits of two fictitious senior citizen characters.



**MULTICULTURAL
NSW**

**SUPPORT GRANT: COMMUNITY CAPACITY,
MULTICULTURAL NSW | *STRIVE***

STRIVE is a conversational English class and social support group for newly arrived refugee women, providing a safe space for them to develop new friendships, practice English language skills and complete activities to put their learning into practice through quarterly excursions to local attractions.



**MULTICULTURAL WELLNESS FESTIVAL
IN COLLABORATION WITH PARTNERS IN
RECOVERY SOUTH WESTERN SYDNEY (PIRSWS)**

PIRSWS is partnering with Liverpool MRC to host Liverpool's first Multicultural Wellness Festival on 1st December 2016 that aims to promote and demonstrate the 'No Wrong Door' and NDIS (National Disability Insurance Scheme, psycho-social) concept, across a range of wellness and health related stall-holders and vendors. The festival aims to reduce stigma around mental health in CALD communities, increase mental health awareness and recovery pathways.



**FUTURE ABILITY SSI | MULTICULTURAL
COMMUNITIES GETTING NDIS READY**

This grant allows the Liverpool MRC to develop its capacity to deliver and promote CALD disability services under the NDIS (National Disability Insurance Scheme). Specifically, multilingual and culturally appropriate interactive tools and applications will be developed and deployed relating to accessing CALD disability services on the Liverpool MRC website as well as an App for mobile devices.



**COMMUNITY MATCHING GRANT, LIVERPOOL
CITY COUNCIL | *COMMUNITY HEART***

Community HeART is a collaborative arts project that brings together local artists to design and create a public mural conveying a message of 'Welcome' to newly-arrived refugees and migrants in the Liverpool area, particularly in light of the pending arrival of Australia's additional humanitarian intake of Iraqi & Syrian refugees.



**INNOVATION FUND, SSI | 'CIRCLES OF
SOCIAL LIFE' IN LIVERPOOL, AT THE
INTERSECTION OF SETTLEMENT & DISABILITY**

In order to understand how to best respond to settlement needs, this project will clearly identify, chart and navigate Liverpool's circumstances. The knowledge-base and learnings derived from this project proposal are expected to inform the community of practice in the settlement and disability space towards better and more nuanced service improvements.

Marketing & Communications

The second new role at the Liverpool MRC this year has been the Marketing & Communications Officer role which is currently held by Emma McCarthy. This was developed with the objective of promoting the Liverpool MRC's social impact and service capabilities through all channels, internally and externally.



Emma McCarthy

Marketing & Communications Officer

The role works alongside all Liverpool MRC teams and is also part of key external stakeholder engagement and media liaison.

Some exciting achievements in the role this year have included:



The engagement of Echelon DBS to redevelop the Liverpool MRC's website and overall digital presence.



The establishment of the Liverpool MRC facebook page which acts as a promotional and engagement tool for clients, communities & service providers across the sector.



The publication of various Liverpool MRC news stories and Community Updates in local and bilingual media which have served to highlight important issues or events that the Liverpool MRC has undertaken.



The delivery of Liverpool MRC presentations to guests such as US Consul General Hugo Llorens in November.



Collaboration on various projects and events included:

- Liverpool MRC Volunteer End of Year Recognition Ceremony;
- Liverpool's first Harmony Day Community Welcome Dinner in partnership with the Welcome Dinner Project;
- Industry Briefings with Liverpool City Council;
- Refugee Week *Courageous Journeys: A Family Portrait* project with the Melkite Catholic Welfare Association.
- The representation of the Liverpool MRC at various community events and working parties including; Miller White Ribbon Day 2015, Miller 2168 Harmony Day Celebrations.
- The capacity building of local community organisations in hosting cultural celebrations and events.

LMRC has published the following media releases & Community Updates this year:

CPP (Community Proposal Pilot) Community Update
11/12/2015

Harmony Day
Community Update
29/03/2016

Additional Refugee Intake
Community Update
15/04/2016

Liverpool Youth Overlooked
Yet Again Media Release
29/04/2016

Meet the Local Candidates
Forum Community Update
20/06/2016

Refugee Week 2016
Community Update
30/06/2016



These can all be found on
the Liverpool MRC website
www.lmrc.org.au

The CALD Project

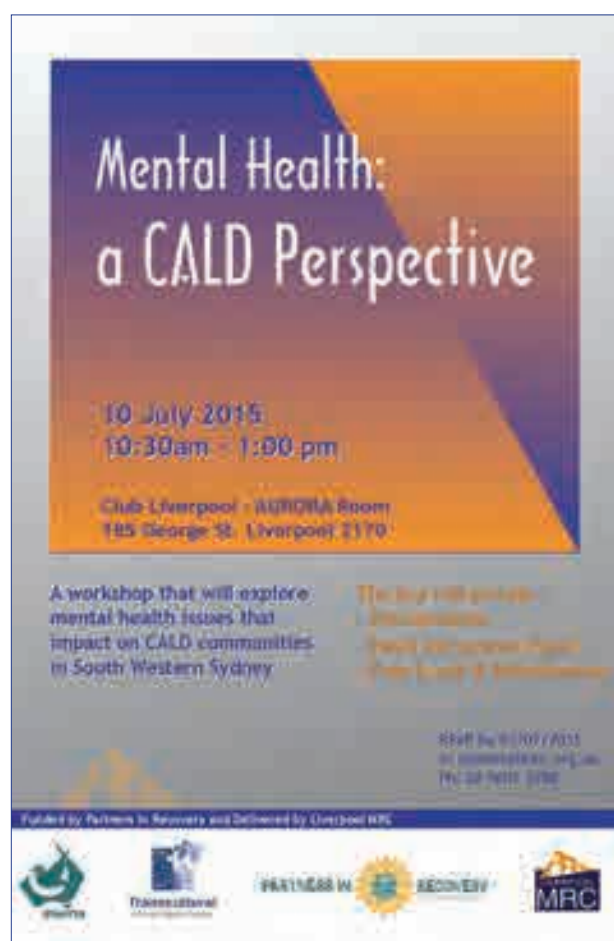
Addressing gaps: Building capacity

An initiative of the Liverpool MRC & Partners in Recovery South Western Sydney (PIRSWS)

The Partners in Recovery (PIR) & Liverpool Migrant Resource Centre (MRC) partnership has continued to address system gaps/ barriers and build capacity to improve service responses for people with mental illness from Culturally and Linguistically Diverse (CALD) communities, particularly those from refugee/humanitarian backgrounds.

Following on from last year - its year of inception, 2015/2016 was a year of achievement and recognition for the CALD project.

Feeding into its success, was the mental health forum that the Liverpool MRC coordinated in July 2015; **Mental Health: a CALD Perspective**. To increase awareness around issues related to CALD communities and how to address them, the forum was open to the general public while also targeting community members and mental health workers. Discussion focused on how services could support mental health consumers; the challenges of supporting and responding to mental health concerns in the context of new migration waves; key barriers surrounding trauma and stigma; and what referral pathways existed to support CALD community members.



The CALD Project was nominated for a ZEST Award in the Exceptional Community Partnership Project in a Local Government Area category, recognising the positive outcomes achieved by the project over the previous year. These specifically included an increase in accessibility to mental health services for CALD communities in the Liverpool LGA, resulting from improved GP knowledge and awareness. This meant that GPs can now refer CALD patients appropriately and advise where they can get the support and information that is right for them. In addition, the CALD project has signed Memorandums of Understanding (MOUs) with three different medical practices, all of which have GPs from different backgrounds and speak languages other than English. These relationships are very important and are central to the PIR & Liverpool MRC partnership.

CALD project officer, Ayman Alhaboub, has been instrumental in the signing of these MOUs and in light of this, received a recognition award on behalf of the Liverpool MRC from the PIRSWS consortium.



The outcomes of the CALD Project have a wider impact than just the client and their families/carers, as through the greater personal capacity and autonomy developed from accessing the right support service, it means more effective settlement and integration and engagement with the wider community.

In partnership with PIR, the Liverpool MRC has also supported the development of a mental health directory and cultural competency training which assists mental health workers to work more effectively with humanitarian entrants. These resources are now accessible via PIR's **No Wrong Door** app and website.

In a nod to the increasing influence that social media has in the distribution of client information, the CALD Project and Ayman Alhaboub in particular, were leading contributors to the development of **Being's** bilingual DVD and YouTube series, entitled ***Into the Light: an Arabic Resource on Psychological Health.*** **Being** is the independent, state-wide peak organisation for people with a lived experience of mental illness.



Community Proposal Pilot (CPP)

Engaging communities

The Liverpool MRC, as an Approved Proposing Organisation (APO), has continued an active and full engagement in the Community Proposal Pilot (CPP) for the fourth year. The number of expressions of interest received for the CPP this year have been overwhelming, and we acknowledge the challenge of allocating limited CPP places in an environment of great need and demand. Over the last year under the Community Proposal Pilot, the Liverpool MRC supported the proposal of more than 120 applicants over 50 applications and this could not have been possible without the dedication of Rassem Asmar, CPP Project Manager & Elham Mandwee, CPP Administrator.

We note that the CPP has resulted in the arrival of many humanitarian entrants with great capacity, including highly qualified GPs, dentists, holders of PhDs, and highly qualified arrivals with expertise in engineering and IT.



We extend a warm welcome to all who have arrived under the CPP over the past year, and wish them the best for the future.

Liverpool MRC Board

Liverpool MRC is directed by a community-based Management Committee comprised of local CALD service providers, CALD community members and other individuals.

The committee is responsible for all the centre's activities.

DR. VINCENT OGU
CHAIRPERSON

MS. BLANCA ARELY ESPINOZA
MEMBER

MR. RASHID BENZEROUK
DEPUTY CHAIRPERSON
(FROM 14/10/2015)

MS. IRYNA DRUYENKO
MEMBER

MR. NASHAT SATAR
TREASURER

MS. JENNY JESSON
MEMBER

MS. JOUMANA HARRIS
SECRETARY

DR. MOHAMUD SHEIKH
MEMBER

DR. AMAD MTASHAR
MEMBER

DR. JUDY BANKO
MEMBER (UNTIL 30/9/2015)

Liverpool MRC Staff

Alcina Desouza

Operations Manager

Ayman Alhaboub

CALD Project Officer

Anna-Marie Connor

Service Team Coordinator

Cassandra Cannon

Senior Caseworker

Doria Chafic

Senior Support Worker

Darren Chan

Youth Worker

Emma McCarthy

Marketing & Communications Officer

Elham Mandwee

Administration Officer

Eptesam Albankani

Information & Referral Officer (Casual)

Hasangie De Silva

CPP Administrator (until 25/05/2016)

Iman Partoredjo

Business & Strategic Development
Senior Manager

Janet Aslam

Senior Caseworker

Jennifer Jesson

Family Support Manager

John Buraho

Senior Caseworker

Kamalle Dabboussy

CEO

Karameli Manousso

Executive Assistant

Kassim Abood
General Caseworker

Kimberly Li
Senior Caseworker

Lina Merdawe
General Caseworker

Linda Wheeler
Childcare Worker

Lucy Reggio
Clerical Support Officer

Mazin Ahmad
General Caseworker

Meredith Stuebe
Policy and Funding Officer

Natalie Pauls
Information & Referral Officer
/ Front Desk Coordinator

Nawal Salman
Childcare Worker

Olivia Nguy
Client Services Manager

Rassem Asmar
Project Manager, Community
Proposal Pilot

Sandra Romanelli
Family Support Worker

Salome Joseph
Administration Officer

Suhad Khalaf
Childcare Worker

Tahereh Kargar
General Caseworker

Xuan Bui
Childcare Worker

Funding Bodies 2015/16

DEPARTMENT OF SOCIAL SERVICES

- Community Visitors Scheme Program (CVS)
- Complex Case Support Program

FAMILY AND COMMUNITY SERVICES (FACS)

- *Cultural Connect Project*
- *Seniors Week 2016*
- *Liveable Communities*

SETTLEMENT SERVICES INTERNATIONAL

- Settlement Services Program
- *Lead the Way*
- *Circles of Social Life*
- *Future Ability Program*

SCHIZOPHRENIA FELLOWSHIP OF NSW

- *The CALD Project*
- *Multicultural Wellness Festival*

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION

- Community Proposal Pilot (CPP)

MACARTHUR DIVERSITY SERVICES

- Emergency Relief Program

With Thanks

The Liverpool MRC would like to thank the following volunteers for their time and dedication throughout the past year – we couldn't have done it without you!



COMMUNITY VISITORS SCHEME (CVS) VOLUNTEERS:

AMAL S.	AMANDA O.
ANEESA T.	ARKAN MIKHEAL E.
CLARA B.	DUNYA A.
FOUZI J.	GUADALUPE A
IHSSAN A.	JULIET W.
KHALID F.	MARIA V.
MONA D.	RAHIM S.
ROSALIA M.	SANDRA CARINA V.
SUHA A.	YAMAMA A.
ZUNILDA N.	

HOMEWORK SUPPORT PROGRAM VOLUNTEERS:

AISHA M.	ARKAN Y.
BILLY W.	BONITA C.
CATHY P.	CHIARA H.
EMILY M.	ERICA K.
JENNIFER H.	KOMAL G.
KRITHIKA V.	MARYAM H.
RAFAL A.	RITHU N.
SALSABILA C.	SHAIENDRA R.
THAO N.	WILLIAM F.

SERVICE TEAM VOLUNTEERS:

AMIRA I.	ASMAA Y.
BHAVNA M.	MEYER N.
NIRAN K.	SHILPI S.
ZENA A.	

ENGLISH TEACHER VOLUNTEERS:

JOE A.
PRENESAN P.

We would also like to pay tribute to the students who have completed placement and continued their education here with us over the past year:

CRISTINA M.	MEYER N.
SAFIJA S.	YALI N.