



2024-2025

ANNUAL REPORT

**CELEBRATING
UNITY IN DIVERSITY**



WESTERN SYDNEY
MRC

2024-25 ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

The Western Sydney Migrant Resource Centre proudly acknowledges the traditional custodians of the lands on which we work and serve the community, the Cabrogal people of the Darug Nation and the Dharawal people, and we pay our deep respect to elders past and present.

We recognise that the first peoples of Australia have a deep and continuous connection to Country and that it is our responsibility as newcomers to care for each other and this place we call home.



ANNUAL REPORT

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WESTERN SYDNEY MIGRANT RESOURCE CENTRE


*WSMRC aims to support and champion diverse communities
to be informed, connected & empowered.*

About Us

Established in 1979, Western Sydney Migrant Resource Centre is a for purpose, place-based, community organisation serving migrant and refugee communities in South West Sydney and the Macarthur Region.

We provide a range of services and tailored support to ensure that all individuals who come to Australia to start a new life feel respected and valued as Australian community members, and have access to the support they need to reach their full potential.

Recognising that we cannot do this work alone, we prioritise working in partnership to ensure the delivery of best practice, innovative, and well-coordinated services.

	COLLABORATION We are stronger together than we are apart. Through respectful communication and meaningful partnerships, we work towards shared goals to deliver person-centred, best-practice services.
	TRUST We value integrity, transparency, accountability, and ethical practices as the foundation for all our relationships and interactions.
	EQUITY We are dedicated to promoting fairness and inclusivity, ensuring equitable access to opportunities and support services, and cultivating a safe environment that embraces diverse backgrounds and perspectives.
	EXCELLENCE We are committed to delivering the highest standards of performance and quality outcomes. We strive for continuous improvement and innovation.

WSMRC KEY PROGRAMS & STATS FOR 2024-2025

1738+

SETS Casework Sessions

758+

SETS Clients Supported

4012+

Hours of Flexible & Centre-based Respite

2116+

Group Information Sessions, Activities & Events

5506+

Volunteer Hours

328+

Youth clients

800+

Age Care Volunteer Visitor Scheme Hours

205+

Age Care Clients

122+

Play Groups Activities

121+

DFV Victim Survivors Referrals Made



DLAP - Driving Lessons



Legal Aid - Legal Advice Sessions



Settlement Engagement Transitional Support



Domestic & Family Violence Support



Specialised Intensive Support - Tier 3



Youth Programs: Path to Freedom & COMPACT



Playgroups & Parenting Support



Multicultural Elder Connect



CHSP Flexible & Centre-based Respite and Domestic Assistance



Aged Care Volunteer Visitor Scheme



Play Our Way



Emergency Relief & EAPA Vouchers



A MESSAGE FROM THE CHAIR

This past year has been one of growth, resilience, and transition for Western Sydney MRC. As Chairperson, I am proud to reflect on the strength of our organisation and the unwavering commitment of our team to supporting migrant and refugee communities across South West Sydney and the Macarthur region.

Under the leadership of Maeve Brown, WSMRC has continued to deliver high-quality, culturally responsive services that meet both immediate needs and long-term aspirations. From settlement support and youth empowerment to aged care and family programs, our work has remained grounded in compassion, inclusion, and community-led practice.

Maeve's leadership has been marked by integrity, vision, and deep empathy. As she steps away to care for her son, we thank her for her service and wish her and her family strength and healing.

We are pleased to welcome Dor Akech Achiek as Interim CEO, whose experience and dedication will ensure continuity and innovation as we move forward.

This year, we launched new initiatives like Play Our Way and expanded our youth programs through Compact and Path to Freedom. We strengthened our sector collaboration through the Western Sydney Region Settlement Consortium and continued to advocate for the rights and wellbeing of those facing displacement, exclusion, and systemic barriers.

As we look ahead, we remain focused on strengthening our organisational sustainability, investing in our people, and advocating for policies that uphold the rights and dignity of all. The challenges facing our communities, from economic hardship to global displacement, require bold, compassionate leadership and a collective commitment to justice and equity. WSMRC is well-positioned to meet these challenges, and I am confident that, together, we will continue to build a more inclusive and connected future.

I extend my heartfelt thanks to our staff, volunteers, partners, and Board members. Your dedication and expertise are the foundation of WSMRC's impact. Together, we remain committed to building a future where every person feels safe, valued, and empowered to thrive.



Rola Hijwel
Chairperson



WSMRC

BOARD OF DIRECTORS



Rola Hijwel,
Chairperson



Anita Kumar



Helen Worthham



Mustafa Agha



Michael Cullen



Elisa Chian



Jerel David

WSMRC is guided by a diverse and committed Board of Directors who provide strategic direction, oversee policies, and ensure compliance with legal and regulatory requirements. The Board plays a critical role in upholding the organisation’s mission and values, ensuring that our work remains community-led, transparent, and accountable. To effectively manage the breadth of our operations and support long-term sustainability, the Board has established several subcommittees. These include:

- **Finance & Audit Committee**, which oversees financial planning, reporting, and compliance to ensure the responsible management of resources.
- **Compliance & Risk Committee**, which monitors organisational risk, legal obligations, and ethical standards to safeguard WSMRC’s integrity and reputation.
- **Strategic Initiatives Committee**, which focuses on long-term strategic planning, innovation, and organisational sustainability.

Together, these subcommittees enable the Board to provide focused oversight and informed decision-making across key areas of governance. The Board also works closely with the CEO and senior leadership team to ensure that WSMRC remains responsive to emerging community needs, funding environments, and policy shifts. Their collective expertise and dedication are instrumental in guiding the organisation through periods of change and growth.

A MESSAGE FROM THE CEO

As I prepare to step away from my role as CEO of Western Sydney MRC to care for my son, I do so with a heavy heart, but immense pride in the work we've accomplished together this past year. It has been a privilege to lead an organisation so deeply rooted in community, compassion, and equity.

WSMRC continues to be a vital source of support for migrant and refugee communities across South West Sydney and the Macarthur region. This year, our programs have responded to growing needs with agility and care, from emergency relief and domestic violence support to youth empowerment, aged care, and early childhood development.

We launched new initiatives like the Play Our Way program, helping CALD women and girls access recreation and wellbeing activities, and expanded our youth engagement through the Compact and Path to Freedom programs. Our TEI playgroups and parenting support have created safe spaces for families to connect, learn, and grow. The formation of the Western Sydney Region Settlement Consortium has strengthened our ability to deliver coordinated, innovative SETS services in partnership with trusted organisations.

Throughout the year, we've seen the impact of our work in the stories of those we serve, from young people finding their voice, to families building confidence, and elders reconnecting through culturally inclusive aged care support. These outcomes are a testament to the dedication of our staff and volunteers, whose expertise and care continue to shape every program and interaction.

At the same time, we've faced significant challenges. The cost of living crisis, ongoing global displacement, and systemic barriers to employment and safety continue to affect our communities. CALD women, particularly those on temporary visas, remain at heightened risk of violence and exclusion. These realities reinforce the importance of our mission and the urgency of our work.

As I hand over leadership to Dor Akech Achiek, I do so with full confidence in his vision and commitment. Dor brings deep experience and a strong connection to the communities we serve, and I know WSMRC will continue to thrive under his stewardship.



Maeve Brown
CEO

A MESSAGE FROM THE INTERIM CEO

It is an honour to be stepping into the role of Interim CEO of the Western Sydney Migrant Resource Centre (WSMRC), knowing the incredible work done by my predecessor, Maeve Brown. As I step into her big shoes, I do so with a deep sense of responsibility and an unwavering commitment to our mission. Our community, one of rich diversity and strength, has always been at the heart of WSMRC. In these challenging times of transition, it is more critical than ever that we sustain our connection to the people we serve, rebuild trust in our organisation, and ensure the stability and continuity of the services that are so vital to our community.

In these uncertain times, stability is paramount. The services we provide to migrants and refugees are not just essential - they are lifelines. My priority is to ensure that these services remain uninterrupted, accessible, and relevant. As we navigate both current challenges and future opportunities, we are focused on streamlining our operations, securing necessary funding, and making certain that our dedicated staff and volunteers have the support they need to continue their invaluable work.

Throughout our history, WSMRC has demonstrated remarkable endurance and resilience. These qualities are built into the fabric of our organisation, and they are the qualities we will continue to draw upon as we move forward. The strength of our people - whether staff, volunteers, community members, or partners - has always been our greatest asset. By supporting each other, we will continue to face challenges head-on and emerge stronger, more unified, and more impactful than ever before.

Finally, I want to highlight the importance of partnerships and collaboration. The work we do cannot be done in isolation. To truly make a difference in the lives of those who rely on us, we need to build strong relationships with other organisations, governments, and community leaders. Together, we can amplify our efforts, share knowledge, and develop innovative solutions to the issues facing our community. I am committed to fostering new partnerships and strengthening existing ones as we work toward a future where every migrant and refugee in Western Sydney has the support, opportunity, and resources they need to thrive.

I am honoured to be leading WSMRC during this pivotal moment in our journey. Together, we will restore what has been lost, reinforce what is strong, and build a future grounded in trust, collaboration, and the resilience of our community. Thank you for your ongoing support and trust. I look forward to working alongside you all as we continue this important work.



Dor Akech Achiek
Interim CEO



THANK YOU TO OUR STAFF & VOLUNTEERS

WSMRC's impact is made possible by the extraordinary dedication, compassion, and professionalism of our staff. This year, our team has continued to go above and beyond delivering high-quality, culturally responsive services, advocating for equity, and supporting communities through complex challenges. Their deep knowledge, lived experience, and unwavering commitment have shaped every program and initiative. Whether working directly with clients or behind the scenes, each staff member plays a vital role in fostering inclusion, resilience, and empowerment.

This year, over 40 dedicated volunteers gave their time, skills, and heart to WSMRC, enriching our programs and strengthening our community. From supporting newly arrived families to assisting with events, administration, and outreach, their contributions have been invaluable. Our volunteers embody the spirit of compassion and inclusion, helping us extend our reach and deepen our impact. Their commitment reflects the best of community-led support, and we are deeply grateful for their generosity and care.

We thank our team for their tireless efforts and for being the heart of WSMRC's mission and values. We would also like to thank Purpose Accounting, Source HR & Source Legal, SDJA Accounting, and Active IT for their ongoing support and expertise.



THANK YOU TO OUR **STAFF & VOLUNTEERS**



WE ARE GRATEFUL FOR OUR PARTNERS & SUPPORTERS

- 1800 Respect
ACON
Afghan Australian Noor Association
Afghan Community Support Association of NSW
Afghan Fajar Association Inc.
Afghan Women on the Move
Africa Health Australia
African Australia Communities United
Ahmadiyya Muslim Community Australia
Anglicare
Arts & Community Development
Assyrian Aid Society
Assyrian Church
Assyrian Democratic Movement
Australian Arab Cultural Forum
Australian Burmese Rohingya Assoc. Inc.
Australian Government Department of Health and Aged Care
Australian Government Department of Home Affairs
Australian Government Department of Prime Minister and Cabinet
Australian Government Department of Social Services
Australian Government of Infrastructure, Transport, Regional Development, Communication, Sport & the Arts
Australian Karen Organisation Inc.
Australian Mandaean Sports Club
Australian Mesopotamian Cultural Assoc.
Australian Red Cross
Babylon Chaldean Sport Club
Belgravia Leisure
Benevolent Society
Beyond Blue
Bonnies support Services
Bunnings
Camden Council
Campbelltown City Council
Campbelltown Domestic and Family Violence Committee
Carer Gateway
Catholic Care
Centrelink
Chaldean Australian Society
Chaldean Catholic Church
Chaldean League
CMRC
Community Care Kitchen
Dandelion
Democracy in Colour
DFV Hotline
Ethnic Communities Council of NSW Inc
Fair Foundations-
FECCA
Fiji Diaspora Women's Alliance
Gandangara Local Aboriginal Land Council
GyMEA Community Aid and Information Service
Headspace
Himiyana Social Services
Igbo Community Australia
Immigrant Women Speak Out
Immigration Advice and Rights Centre (IARC)
IMS/CSP
- Iraqi Australian Christian Association
Iraqi Australian University Graduates Forum
Islamic Council of NSW
Islamic Women's Association Australia
Khmer Community of NSW Inc.
Lao Oz Inc.
Lebanese Muslim Association (LMA)
Legal Aid NSW
Liverpool Australian Sudanese Community
Liverpool City Council
Liverpool women Health Centre
Lurnea High School
Macarther Legal Centre
Manda House in Australia Inc.
Mandaean Association of Australia
Mandaean Media Network
Mandaean World Congress
Massoud Foundation Australia
Melkite Catholic Eparchy
Mesopotamian Social Group Inc.
Metro assist
MIA - Liverpool Islamic Centre
Miller Technology High School
Mission Australia
MTC
Multicultural African Communities Network
Multicultural NSW
Multicultural Youth Affairs Network
Muslim Women's Welfare of Australia
NAVITAS
No Home My Home
NSW Al Ahwaz Community
NSW Department of Communities & Justice
NSW Refugee Health
NSW Settlement Partnership (NSP)
RACS
Refugee Council of Australia (RCOA)
Relationship Australia
Saint Zaia Assyrian Language School
Salvation Army
Settlement Council of Australia (SCOA)
Settlement Services International (SSI)
South Western Sydney Primary Health Network (SWSPHN)
Southwest Sydney Local Health District
St Luke's Anglican Church Liverpool
St Mary's Assumption Chaldean Catholic Parish
STARTTS
Sumer Association for Culture and Arts
Sydney Community Connect Association
Sydney Community Forum
TAFE NSW
TBS
The Mandaean Women's Union in Australia
The Nasoraean Mandaean Association Inc.
Thread Together
Uniting
University of NSW
University of Wollongong
- Victim Services
Vietnamese Community NSW Chapter Inc.
WDVCAS
Welfare Right Centre
Western Sydney Community Forum
Western Sydney University
Women and Girls' Emergency Centre (WAGEC)
Women's Health NSW
YCollab
Youth for Global Peace



CELEBRATING UNITY IN DIVERSITY

THE WALK

Western Sydney MRC was honoured to host the Migrant Resource Centre Tasmania and the Hon. Peter Gutwein as part of #thewalkbettertogether

In October 2024, Peter and many friends and supporters walked from Sydney to Canberra in recognition of the important contributions that migrants and refugees make to the economic and social vitality of Australia. The Walk was also a call to Federal Members of Parliament to unify and reaffirm their commitment to a multicultural Australia in line with the Multicultural Framework.

Special thanks to Multicultural NSW, Downer, Football Australia, and GWS Giants for supporting the Walk and to the Hon. Mark Speakman, Settlement Services International, STARTTS, Accessible Diversity Services Initiative, and the many community members who joined us on the day!



CELEBRATING UNITY IN DIVERSITY HARMONY, BELONGING, & CIVIC ENGAGEMENT IN SWS

On 20 March, WSMRC hosted a community event at Liverpool City Council to mark Harmony Day and the International Day for the Elimination of Racial Discrimination. The event brought together community members, service providers, and civic leaders to celebrate diversity and reflect on the ongoing work required to build a truly inclusive society.

The program focused on amplifying the voices of South West Sydney, with a strong emphasis on civic participation and belonging. A key highlight was a presentation by the Australian Electoral Commission, aimed at empowering communities with the knowledge and tools to exercise their right to vote. WSMRC also launched a community survey and civic participation resource, designed to support engagement in democratic processes and ensure that all communities feel informed and included.

While the day was a celebration of multiculturalism, it also served as a reminder that harmony is not a given, it requires sustained commitment, dialogue, and action. WSMRC remains dedicated to fostering equity, respect, and connection across all communities, and this event was a meaningful step in that journey.



CELEBRATING UNITY IN DIVERSITY INTERNATIONAL WOMEN'S DAY

WSMRC marked International Women's Day 2025 with a vibrant community event celebrating the leadership, resilience, and contributions of women from migrant and refugee backgrounds. The day brought together service providers, community leaders, and local women to share stories, build connections, and advocate for gender equity. Through cultural performances, a panel discussion, and guest speakers, the event highlighted the importance of inclusive spaces where women feel safe, heard, and empowered. It also reinforced WSMRC's commitment to supporting CALD women through programs that promote wellbeing, leadership, and economic independence.



REFUGEE WEEK

FREEDOM IN DIVERSITY & OUR COLLECTIVE RESPONSIBILITY

Refugee Week 2025 was marked by two powerful and distinct events that brought together community, service providers, and leaders to honour the resilience and contributions of people from refugee backgrounds.

On World Refugee Day, Western Sydney MRC proudly co-hosted the Liverpool Migrant & Refugee Interagency Refugee Week Celebrations with Liverpool City Council. The event was supported by SSI, STARTTS, MTC, TAFE NSW, and the Sabian Mandaean Association in Australia. It was a vibrant celebration of culture and community, featuring performances, stalls, and heartfelt speeches. We were honoured to welcome Clr Emmanuel Adjei and Tina Ayyad MP, who joined us in recognising the vital role that refugee communities play in shaping South West Sydney. The energy and diversity of the day reflected the strength and richness of our multicultural region.

Later in the week, WSMRC partnered with SydWest Multicultural Services to host the Western Sydney Regional Settlement Consortium Refugee Week Forum. This event provided a space for reflection and advocacy, acknowledging the global challenges of displacement, conflict, and exclusion. With over one million people from refugee backgrounds now calling Australia home, the forum highlighted both the urgency and the opportunity to strengthen our commitment to protection and inclusion. We were privileged to hear from Adama Kamara, Dor Akech Achiek, and Madeline Gleeson, whose insights and recommendations reinforced Australia’s potential to remain a global leader in safe resettlement and refugee support.

While the week was a celebration, it was also a reminder of the ongoing struggles faced by displaced communities worldwide. Through both events, WSMRC reaffirmed its commitment to standing with refugees – advocating for their rights, amplifying their voices, and working to ensure they are welcomed, supported, and empowered to thrive.



REFUGEE WEEK

FREEDOM IN DIVERSITY & OUR COLLECTIVE RESPONSIBILITY



NEW SETS PARTNERSHIP LAUNCH WESTERN SYDNEY REGION SETTLEMENT CONSORTIUM

The Western Sydney Region Settlement Consortium (WSRSC) was formed in 2024 to deliver better coordinated, collaborative, and innovative best practice settlement support to newly arrived migrant and refugee communities across West and South West Sydney. This key settlement region is home to over 25% of the national refugee and humanitarian intake and 65% of the new arrivals in NSW.



While the WSRSC is a newly formed consortium, it is made up of 4 trusted organisations with decades of experience in providing the highest standard of settlement and community services. The WSRSC partners include: SydWest Multicultural Services, Accessible Diversity Services Initiative, Community Migrant Resource Centre, and Western Sydney Migrant Resource Centre.

The WSRSC partners provide case management support; group information and education sessions that focus on economic participation, health and wellbeing, digital literacy and other key settlement domains; as well as sector development, and community capacity building support for new and emerging community groups and associations.



SETS

SETTLEMENT SUPPORT

The Settlement Engagement and Transition Support (SETS) program, funded by the Department of Home Affairs and delivered as part of the Western Sydney Refugee Service Consortium (WSRSC), continued to play a critical role in supporting newly arrived migrants and humanitarian entrants as they establish their lives in Australia. The program delivers a coordinated suite of services focused on casework support, community capacity building, and group-based activities designed to strengthen independence, enhance social participation, and foster a strong sense of belonging.

Throughout the reporting period, services were delivered across Liverpool and Campbelltown, where demand for settlement support remains significant. Program staff provided tailored guidance, advocacy, and facilitated opportunities for clients to connect with local services, community networks, and social supports.

The program continued to cultivate and maintain strong partnerships with a range of key stakeholders, including TAFE, Navitas, SSI, MTC, Women’s Health NSW, Liverpool Women’s Health Centre, Campbelltown City Council, Liverpool City Council, Western Sydney University, STARTTS, Headspace, Youth Health Service, Miller Technology High School, Lurnea High School, LMA, Bunnings, Thread Together, and the Dandelion Support Network.

These partnerships enabled integrated service delivery, strengthened referral pathways, and supported a range of community-based initiatives that promote social inclusion, wellbeing, and active participation in local community life.

Looking ahead, the program remains committed to expanding opportunities for employment readiness, social connection, and civic engagement.



SETS HIGHLIGHTS

CLIENT & COMMUNITY SESSIONS



SETS

PACIFIC ENGAGEMENT VISA (PEV)

Empowering Nationals of Participating Pacific Island Countries and Timor-Leste under the Pacific Engagement Visa (PEV) Subclass 192, and Tuvalu Participants under the Falepili Union Agreement

In 2024–2025, WSMRC deepened its partnership with Pacific Island communities, creating meaningful opportunities to support migrants from participating nations as they transition to life in Australia. This collaboration was grounded in shared values of inclusion, respect, and cultural understanding.

Together with established Pacific Island community leaders, we co-designed and delivered a series of workshops tailored to the needs of new arrivals. These initiatives aimed to build community capacity and equip local leaders with the tools and knowledge to provide essential settlement support.

These initiatives led to an increased visibility and trust within Pacific Islander communities, strengthened our community networks and culturally responsive service delivery, and positioned WSMRC to provide effective support for future PEV clients.



KEY ACHIEVEMENTS:

- Key community engagement activities included co-hosting International Women’s Day celebrations, Pacific Multi-Sport Tournaments, community charity events supporting homelessness, and Climate Justice workshops with Pacific Island communities, culminating in the Graduation Ceremony for Fellows from Kiribati and Tuvalu in November 2024.
- Education and employment support workshops were delivered in partnership with Services Australia, Family Planning NSW and others, focusing on employment pathways, financial literacy, and wellbeing.
- Outreach was conducted through churches and diaspora networks in Liverpool and Campbelltown.
- Staff capability was strengthened through Pacific Island Cultural Awareness training and the Village Talk (Talanoaga) and Circle of Aroha approaches.



RESILIENCE & SPECIALISED SUPPORT

DOMESTIC & FAMILY VIOLENCE



WSMRC’s Domestic and Family Violence (DFV) program supports victim survivors by connecting them to the available support services, raising community awareness, and encouraging abusers to access behaviour change programs. Key achievements of the DFV program during the 2024-2025 include:

- Supporting **41 clients**
- Conducting **7 information sessions** focussed on gender-based violence, coercive control, healthy vs. unhealthy relationships, self-care, and available services in the local area.
- **121 referrals made**, both internally and externally

Zahra’s Story

Zahra* (name changed), an 18-year-old Arabic-speaking young woman arrived in Australia on a humanitarian visa in 2022 and sought support from WSMRC after fleeing her family’s third attempt to force her into arranged marriage.

She faced multiple challenges, including health concerns such as insomnia and stomach pain, and immediate safety risks if she returned home. A holistic needs assessment was conducted, leading to the development of a safety plan, placement in temporary accommodation through Link2Home, provision of essential items such as food vouchers and ‘escabags,’ and referrals to medical and mental health services.

Zahra was informed of her legal rights, supported in reporting the matter to police, and empowered to make decisions about her future. Police intervention educated her family about the illegality of forced marriage in Australia, which reduced pressure on her and eventually led to family acceptance of her choice.

Over time, Zahra’s safety, wellbeing, and independence improved. The case highlighted the complexity of supporting young women who are balancing cultural identity and independence, as well as the need for a trauma-informed, culturally responsive approach. Zahra now feels free to marry her chosen partner, expressing deep gratitude for the support she received.

RESILIENCE & SPECIALISED SUPPORT

PLAY OUR WAY



The Learn to Swim and Recreation Program for CALD Women and Girls is funded by Play Our Way, an Australian Government initiative, and delivered in partnership with Belgravia Leisure. With a focus on beginner swim safety and culturally sensitive practices, this program supports women and girls aged 12 and above to overcome barriers to participation in physical activity.

A successful program launch was hosted at Whitlam Leisure Centre in April 2025, demonstrating expansive community interest with approximately 50 attendees. Community members and local services were invited to participate in the launch, with special guest Dai Le MP addressing the benefits and high need for empowering women's programs such as this in South-West Sydney.

The 10-week pilot program commenced in May 2025, with 20 women from diverse cultural backgrounds being enrolled and engaged in weekly swimming lessons, physical activities and wellbeing workshops throughout the term. To ensure equitable access and promote long-term engagement, participants were provided with swimming equipment and given access to on-site facilities, including the creche, gym and spa/sauna. Participants have also engaged in sessions such as line dancing, volleyball, and educational workshops focussing on healthy eating and emotional resilience.

Despite participants initially feeling excluded from water-based and physical activities due to fear or a lack of resources, most women grew water confidence by the end of term and reported improvements in fitness, mental health and social connection.

Collaborators who have contributed to the launch and program delivery include Liverpool Women's Health Centre, NSW Refugee Health, SWSLHD, Netball NSW, Basketball NSW, AFL, STARTTS, Services Australia, The Pit Martial Arts and GoSwim Belgravia.

Current demand for the initiative is high, thus showcasing its essential need in the community, with over 100 women expressing interest in this skill-building program. In future, the program aims to expand to new locations, introduce intermediate pathways, and provide swim instructor training for women graduates.

YOUTH SUPPORT COMPACT

The Compact Program is a state government initiative funded by Multicultural NSW to support young people in combatting hate and discrimination within their communities. The project involves a process of co-designing initiatives with young people, drawing on the extensive expertise from Project Rokit and UNSW's Centre for Social Impact as partner organisations. Since starting in January 2025, the Compact Program has engaged over 100 young people across Southwest Sydney.

The program has been piloted with a group of 10 young women from Southwest Sydney, with the cohort going through a four-phase co-design process. The young women involved engaged in discussions around key systemic challenges that impacted their lives including racism and sexism, while also discussing First Nations history.

As the program is open to young people of all identities, the group included a mix of Australian born as well as refugee and migrant young women, where they built connections with one another across their diversity. Currently, the group is working on bringing their idea of a filmed conversation series to life.

Through its flexible co-design approach that centres on recognising and building the agency of young people, the Compact project is also operating in school environments to support students in addressing place-based challenges. Students from both Liverpool Boys and Moorebank High Schools are undertaking the pilot program in a school setting, and they are in the early stages of the co-design process.

The Compact program works with young people to support them in capacity building and organising initiatives. Young leaders within the Laos community are also currently being supported in running their own event, wherein they were provided leadership training in collaboration with Democracy in Colour.



YOUTH SUPPORT

PATH TO FREEDOM

The Path to Freedom program supports CALD young people aged 11-25 who experience mental health challenges, psychosocial disability, autism or intellectual disability.

This program offers an opportunity to participate in the community and develop meaningful connections with their peers through inclusive sports and wellbeing activities, while building life skills through structured capacity building programs, and gaining confidence in leadership and advocacy skills by engaging in peer designed community projects.

The participants also receive support for their personal and career development through employment workshops, one-on-one mentoring, and case work support addressing their psychosocial needs.

Who benefits?

- Young people with mild to moderate diagnosis awaiting NDIS access.
- Those whose NDIS applications have been rejected.
- Undiagnosed individuals with clear support needs.

Key Highlights:

- Initial information and consultation session held with young people and carers.
- Engaged with a total of 20 young people and 8 carers/ families.
- 5 capacity building sessions delivered on topics like social connections, emotional intelligence, resilience, goal achievement and leadership with an average of 5 participants and 2 carers per session.
- 1 inclusive school holiday sessions delivered.
- 9 sports and wellbeing sessions delivered.
- 2 families met with the Hon. Minister for Social Services and NDIS, Amanda Rishworth, and shared their challenges, including stigmas, difficulties accessing information related to NDIS, difficulty in diagnosis, financial hardship, unavailability of support and services until the access of NDIS programs, etc.



CHILD & FAMILIES

PLAYGROUPS & PARENTING SUPPORT

The WSMRC TEI Program's primary objective is to provide support and services to CALD families. We achieve this through a combination of weekly playgroups, parenting programs, and personalised advice and referral services.

Our activities are delivered exclusively during the school terms. The program is run by a dedicated team of three staff members: one program coordinator and two playgroup workers.

Activities:

The **playgroups** offer a variety of activities, including arts and crafts, music and movement, outdoor play, sensory play, and social play.

Our **parenting programs** are designed to equip parents with essential skills and strategies for raising healthy, resilient children. The programs offered this year included:

- Guiding Young Children’s Behaviour under a Trauma-Informed Approach
- 1-2-3 Magic
- Bringing Up Great Kids
- Tuning into Kids

Collaborations and Partnerships:

- City of Liverpool Council and Library Child and Family Service: For joint playgroup initiatives.

- Community First Steps: For the delivery of parenting programs.
- Department of Communities and Justice (DCJ): Our primary funding body and a key partner in child protection awareness.
- Fairfield-Liverpool Interagency: For community networking and resource sharing.
- Justice Support Community Legal Centre (JCS): For legal education sessions.
- Liverpool Women's Health: For health and wellness programs.
- Service NSW: For providing information on government services.
- The Water Well Project: For health education, including cancer prevention.
- Mainstream services: For advice and referral pathways.

120 # of playgroup sessions

240 # of playgroup participants

3 5-6 week parenting programs run

20 # of external referrals for additional support



CHILD & FAMILIES

PLAYGROUPS & PARENTING SUPPORT

The Al-Mousawi Family

The Al-Mousawi family came to Australia 2 years ago from Iraq. The family includes Fatima, her husband, and their four-year-old son, Ali.

Fatima, felt isolated and struggled with her limited English and lack of a local support network. She was concerned about Ali's social skills and development, as he was often shy and hesitant to interact with other children. They were referred to the WSMRC TEI program by a local settlement service.



The Al-Mousawi family began attending weekly playgroup sessions at Liverpool Library through WSMRC's TEI program. Initially, young Ali was shy and clung to his mother, Fatima, who also remained reserved and hesitant to engage.

Recognising their needs, the TEI team, a coordinator and two playgroup workers, created a welcoming, inclusive environment. Fatima was gently introduced to other parents from similar backgrounds, while Ali was encouraged to participate in low-pressure activities like sensory play and singing, supported by visual aids and repetition.

Over time, Ali's confidence flourished. He began playing with other children, sharing toys, and engaging enthusiastically in diverse sessions, from gardening to fire safety. His vocabulary grew in both English and his first language. Fatima, meanwhile, formed friendships, practiced her English, and attended empowering sessions on domestic and family violence and cervical screening.

Through the playgroup, the family gained vital community connections and access to broader support services, including a long-term settlement case management referral. Their journey reflects the transformative impact of culturally responsive, community-based early intervention.

AGED CARE

MULTICULTURAL ELDER CONNECT

The Multicultural Elder Connect Program (Care Finder) was initiated by the Australian Government Department of Health and funded by the Primary Health Networks to provide specialist, intensive face-to-face support for people aged 65+ from CALD backgrounds and 50+ for aboriginal and homeless people to access My Aged Care and other relevant services and supports.

The WSMRC Care finder program was established in January 2023, and has since been extended for another 4 years until June 2029. In 2024/25, the program supported: *205 new clients, as well as 665 existing clients with varying support needs.*

Multicultural Elder Connect Team is delivering the program to the Arabic, Assyrian, Chaldean communities in Southwestern Sydney from the beginning of the program until October 2024 when it extended it to the Dari community as well.

The aim of the program is to improve clients understanding of the aged care system and how to access it, improve engagement with the aged care system and to coordinate supports when seeking access to the aged care system.

Support provided to clients includes but not limited to: assistance to understand and access the aged care system through application to services, attending meetings and assessments with clients when appropriate, support with finding appropriate service providers.

Some of the program's key activities are community outreach to raise awareness about the aged care system, collaboration with other services, local health departments, community organisations and other organisations that deliver the Care Finder Program to enhance service delivery.



AGED CARE

CHSP - COMMONWEALTH HOME SUPPORT PROGRAM

Western Sydney MRC has been delivering Flexible Respite (FR) services and Centre Based Respite (CBR) Services under Care Relationship and Carer Support Services service group for CHSP program since 2017.

Program Objectives:

- Support frail older clients aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people) by delivering quality and timely planned respite services to CHSP clients, to allow carers to take a break from their usual caring duties.
- Support clients to delay, or avoid altogether, the need to move into more complex aged care by being kept socially active and connected with their community.

Program Impact in 2024/25:

- Introduced various health sessions such as Arthritis management, Diabetes Awareness, Falls Injury Prevention, Medicine management, Strokesafe, etc. has been delivered.
- Strength training/ exercise has been introduced in as group activities. We have been getting amazing responses from the participants.

2,037	hours of CBR services delivered
1,975	hours of FR services delivered
380	hours of Domestic Assitance delivered
57	# of clients engaged with



AGED CARE

VOLUNTEER VISITOR SCHEME

The Aged Care Volunteer Visitor Scheme (ACVVS) aims to provide meaningful companionship and reduce social isolation among older people, particularly those from diverse linguistic and cultural backgrounds or those living with complex vulnerabilities. The program supports older individuals who may be at increased risk of social disconnection, by fostering friendships through regular volunteer visits.

During the reporting period, the program maintained a total of 40 placements, comprising:

- 20 Home Care Packages (HCPs), and
- 20 Residential Aged Care Homes (RACHs)

Each volunteer is expected to complete a minimum of 20 visits annually, ensuring consistent and comprehensive engagement with recipients.

Program Outcomes – 2024/2025

- **Client Wellbeing as a Priority:** The program continues to place a strong emphasis on the wellbeing of clients, encouraging regular in-person visits and support as needed.
- **Steady Program Growth:** There has been consistent growth in volunteer engagement and reach, supported by internal networking and referrals from both WSMRC staff and external partners.
- **Overcoming Challenges:** The program successfully addressed challenges carried over from the previous year, enhancing service sustainability through improved processes.
- **Culturally Inclusive Support:** Volunteers from CALD (Culturally and Linguistically Diverse) backgrounds demonstrated resilience and empathy by responding effectively to individual client needs and sharing diverse life experiences.
- **Strengthened Social Bonds:** The relationships developed between clients and volunteers have fostered a sense of belonging, appreciation, and emotional support, significantly reducing feelings of social isolation.



AGED CARE

ACVVS - VOLUNTEER STORY



A volunteer's story...

I joined WSMRC last year as a volunteer aged care visitor not really knowing what to expect. After losing my partner, I wanted to find comfort and do something that felt meaningful. That's how I met my new friend through this program and I'm so grateful I did.

Over the past year, our weekly visits have become something I truly look forward to. We share tea, play board games, and often chat about life while listening to old songs. I've come to really value his humour, warmth and wisdom.

Through our friendship, I've learned many valuable lessons - that kindness doesn't cost anything, that there's joy in small moments and that life is too short not to appreciate what we have.

Having both experienced loss, there's a quiet understanding between us. It's always heartwarming to hear him speak about his beloved wife - a beautiful reminder that love is forever.

What began as a way to give back has become something much more. Our friendship has brought laughter, comfort and perspective. I'm thankful for the opportunity to connect, learn and grow through this experience.



2024-25

Audited

Financial

Statement



WSMRC

AUDITED FINANCIAL STATEMENT

Western Sydney Migrant Resource Centre Ltd
Directors' Report
For the Financial Year Ended 30 June 2025

The directors present their report, together with the financial statements, on the entity for the year ended 30 June 2025.

Directors

The following persons were directors of the entity during the whole of the financial year and up to the date of this report, unless otherwise stated:

- Ms Rola Hijwel (Chairperson)
- Ms Helen Wortham
- Ms Anita Kumar
- Mr Mustafa Agha – resigned 31 August 2025
- Michael Cullen
- Elisa Chian
- Jerel David

Principal activities

The entity is a community-based non-profit organisation established to actively and directly relieve the situation of immigrants and refugees whose social conditions render them disadvantaged.

The principal activities of the entity during the financial year were:

- To ensure the quality of Western Sydney Migrant Resource Centre Ltd and programs through the efficient and effective management of the service and its projects;
- To develop and promote the resource role of Western Sydney Migrant Resource Centre Ltd to non-English speaking community groups, individuals and workers in the Liverpool area;
- To advocate for access and equity for people from non-English speaking backgrounds; and
- To identify and address the needs of particular disadvantaged groups.

Operating results

The surplus for the entity for the financial year ended 30 June 2025 was \$47,233 (2024: surplus \$338,391).

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* is set out after this Directors' Report.

Signed in accordance with a resolution of the Board of Directors:


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Ms Rola Hijwel
Chairperson
28th October 2025


6875898888723A

Ms Anita Kumar
Finance & Audit Subcommittee Chair
28th October 2025





SDJ Audit Pty Ltd t/a SDJA
ABN: 11 624 245 334
P: PO Box 324
West Pennant Hills NSW 2125
M: 0428 074 081
E: info@sdja.com.au
W: www.sdja.com.au

Western Sydney Migrant Resource Centre Ltd
Auditor's Independence Declaration to the Board of Directors of Western Sydney Migrant Resource Centre Ltd
For the Financial Year Ended 30 June 2025

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Western Sydney Migrant Resource Centre Ltd for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

SDJA

SDJA

A handwritten signature in black ink, appearing to read "Michael Payne", written over a light blue horizontal line.

Michael Payne
Partner
28th October 2025
Sydney, New South Wales

Liability limited by a scheme approved under Professional Standards Legislation



Western Sydney Migrant Resource Centre Ltd
Statement of Profit or Loss and Other Comprehensive Income
For the Financial Year Ended 30 June 2025

	Notes	2025 \$	2024 \$
Revenue			
Revenue from contracts with customers	4	3,427,684	3,758,880
Other income	5	394,920	213,342
Total revenue		3,822,604	3,972,222
Expenses			
Administration and other operating expenses		(293,485)	(354,038)
Audit fees		(15,100)	(15,900)
Catering		-	(6,705)
Computer expenses		(32,930)	(54,770)
Consultancy/facilitator fees		(13,633)	(54,484)
Depreciation		(424,692)	(431,188)
Employee benefits expense		(2,342,668)	(2,153,252)
Finance costs		(74,709)	(101,247)
Insurance		(98,195)	(73,452)
Lease payments for short-term/low-value expenses		(8,131)	(7,757)
Legal fees		(3,886)	(58,707)
Program costs		(467,942)	(309,795)
Travel and accommodation		-	(12,536)
Total expenses		(3,775,371)	(3,633,831)
Net surplus for the year		47,233	338,391
Income tax expense		-	-
Surplus after income tax		47,233	338,391
Other comprehensive income		-	-
Total comprehensive income		47,233	338,391

Western Sydney Migrant Resource Centre Ltd
Statement of Financial Position
As at 30 June 2025

	Notes	2025 \$	2024 \$
Assets			
Current			
Cash and cash equivalents	6	2,896,129	1,911,692
Trade and other receivables	7	42,472	381,048
Other assets	8	62,940	57,016
Current assets		3,001,541	2,349,756
Non-current			
Trade and other receivables	7	52,033	52,033
Property, plant and equipment	9	121,126	227,633
Right-of-use assets	10	613,087	968,391
Non-current assets		786,246	1,248,057
Total assets		3,787,787	3,597,813
Liabilities			
Current			
Trade and other payables	11	186,758	194,214
Provisions	12	304,139	140,698
Lease liabilities	13	327,955	286,396
Contract liabilities	14	624,498	236,038
Current liabilities		1,443,350	857,346
Non-current			
Provisions	12	56,408	141,273
Lease liabilities	13	380,732	739,130
Non-current liabilities		437,140	880,403
Total liabilities		1,880,490	1,737,749
Net assets		1,907,297	1,860,064
Equity			
Accumulated funds		1,907,297	1,860,064
Total equity		1,907,297	1,860,064







CONTACT US



Phone
02 8778 1200



Email
info@wsmrc.org.au



Website
www.wsmrc.org.au



Office Address
108 Moore St, Liverpool 2170
178-180 Queen St, Campbelltown, 2560



Social Media



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@westernsydneymrc



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