



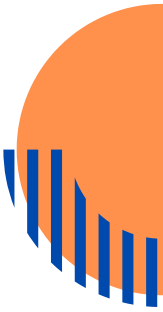
QUEANBEYAN MULTILINGUAL CENTRE
Assisting Migrants and Refugees

QUEANBEYAN MULTILINGUAL CENTRE INC

ANNUAL REPORT

2023-2024

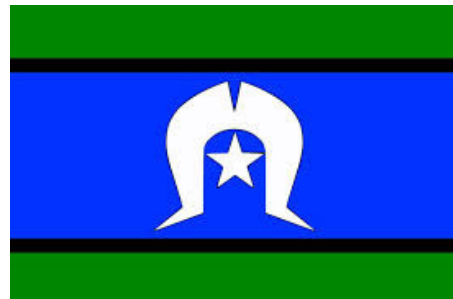




Acknowledgment of Country

We acknowledge the traditional custodians of the lands on which we meet, work and live, and recognise that this land always has been and always will be Aboriginal and Torres Strait Islander lands.

We pay our respects to Elders past, present and emerging.





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OUR VISION, PURPOSE AND VALUES

VISION

Vibrant and diverse communities where everyone is included and everyone belongs.

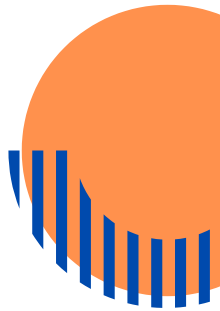
PURPOSE

Our purpose is to work together with multicultural communities and individuals in Canberra and SE NSW to access the resources and services they need to thrive.

VALUES

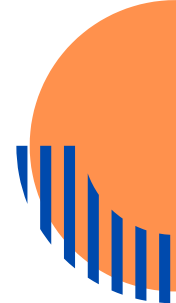
Our values are guided by the way we work. These values include:

- Respect
- Inclusion
- Compassion
- Integrity
- Accountability
- Collaboration





PRESIDENT'S REPORT



Over the last 12 months, QMLC has had a remarkable year providing services to support our multicultural communities across Canberra, Queanbeyan, Goulburn, Cooma and Bega.

Collaboration and new partnerships has allowed the organisation to grow and expand its staffing and program delivery. This has included new relationships with community groups and associations across all of our locations.

This year, QMLC went through a significant change with the closure of our Bega Multicultural Centre in June. I would like to thank Cayce Hill for her time with QMLC delivering services in the Bega area over the last five years.

To QMLC staff and volunteers, your hard work and passion shine through in everything you do. You go above and beyond every day, and it's because of you that we can continue to grow and thrive.

To our funding bodies and partner organisations, your generosity and partnership are the backbone of our success. We are incredibly grateful for your belief in our mission and your continued investment in our work.

To QMLC Management Committee, your leadership, guidance, and unwavering commitment have been instrumental in steering us through another successful year. The dedication you've shown to our mission is truly inspiring.

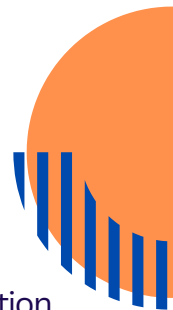
Finally, I want to extend a heartfelt thank you to the families and communities who continue to work alongside us across our centres. Your trust, support, and active involvement are the heart of what we do. We are incredibly grateful for the strong partnerships we've built and the shared commitment to a positive and supportive environment for all.

IVAPENE SEIULI
PRESIDENT





DIRECTORS REPORT



This year saw a lot of growth across QMLC, with new programs, opportunities for collaboration, new employees and funding. During 2023/2024, QMLC managed 20 grants and 26 projects spread over all five locations

Of note was the partnership with Queanbeyan-Palerang Regional Council, the Indian High Commission and Southern Tablelands Arts to deliver the first successful Diwali Mela and Lantern Parade with over 3000 attendees.

This year we also saw the initiation of the new Family Connections program in partnership with Conflict Resolution Service and new project work with Mental Health Australia.

QMLC welcomed four new staff members this year and we also farewelled Jessica Luppi and Pankti Patel. I want to thank them both for the invaluable contributions they made within their roles.

As an organisation, over the last year QMLC focused on refreshing its policies and procedures and I want to thank all of the staff across the organisation for their patience throughout this process. I would also like to thank the Management Committee for their support and efforts to help make this a smooth process.

QMLC made the difficult decision to permanently close Bega Multicultural Centre in June. I would like to thank Cayce Hill for the work that she did in the Bega Valley area and also thank the community for their engagement with the centre over the last five years.

QMLC would not be able to support the diverse multicultural communities without the engagement and relationships with community leaders and community members. I would like to acknowledge their considerable support to the work that we do and look forward to continuing these relationships into the new year.

I would like to acknowledge the support of the QMLC Management Committee and thank them for their continued commitment during the year to the organisation.

Lastly, I would like to acknowledge the incredible work of all the QMLC staff and volunteers. Their continued commitment to their role and clients has led to some incredible outcomes over the last 12 months.

ZAKIA PATEL
DIRECTOR



OUR PEOPLE

Management Committee

President - Ivapene Seiuli
Treasurer - Geraldine Manser
Secretary - Fay Styman
Paola Mendez
Mijica Lus
Neha Thakkar
Ester Kyaw

Our Staff

Director
Administrative Assistant
Festival Coordinator

Queanbeyan Multicultural Centre

Centre Manager
Multicultural Women's Service Case Manager

Goulburn Multicultural Centre

Centre Manager
Casual support worker

Cooma Multicultural Centre

Centre Manager
Casual support worker
Casual support worker

Bega Multicultural Centre

Bega Liaison Officer

Multicultural Hub Canberra

Women's Service Case Manager
Women's Service Activities facilitator
Men's Service Case Manager
Youth Worker
Therapeutic Case Manager - Family Connections
Family Support Worker
Youth Trainee - Seat At The Table Project
Bushfire Recovery Project Team Leader
Bushfire Recovery liaison officer
Employment Service Manager
Employment Service Consultant
Counsellor
Settlement Service Officer/English tutor

Zakia Patel
Hala Sakr
John Gunn

Sethu Kannan
Ruzica Milutin

Heni Hardi
Yenny Vandalita

Yvi Henderson
Jessica Luppi
Melinda Kalac

Cayce Hill

Ruzica Milutin
Seh Meh
Khosro Ahmad
Lulu Hou
Chima Ihesiulor
Tuija Canciani
Pankti Patel
Anup Pereira
Claude Mbianga
Nigel Maloney
Sadaf Essack
Tess Mugo
Daniel Ruiz

MULTICULTURAL HUB CANBERRA HIGHLIGHTS



Anup Pereira, Khosro Ahmad, Ruzica Milutin, Chima Ihesiulor, Tuija Canciani, Sadaf Essack, Lulu Hou, Hala Sakr, Tess Mugo, Danny Ruiz, Seh Meh & Zakia Patel

Multicultural Youth Service (MYS): Over the last year, MYS ran a number of successful programs in schools. This also included a new cultural inclusion program at Bimberi. MYS hosted another successful Kooky Olympics for the third year in a row.

MYS has partnered with Vinnies Migrant and Refugee Program to initiate a new Multicultural Youth Reference Group. MYS won Highly Commended in the 2023 YOGIES for the work with schools in the anti-racism space.

Multicultural Women's Service (MWS): The last year has been extremely busy for the women's service. Referrals in the domestic, family and sexual violence area has grown significantly. This year MWS partnered with the West Belconnen Child and Family Centre and the Tuggeranong Child and Family Centre to co-facilitate the weekly multicultural playgroups. MWS hosted another successful International Women's Day morning tea and its fourth annual women's iftar dinner.

Multicultural Employment Service (MES): The employment service continues to see an increase in referrals for employment support, in particular from skilled visa holders. MES partnered with the CMAG Cafe to hold a 6 week barista training program for several clients to help them gain the necessary skills for employment.

Multicultural Men's Service (MMS): The men's service has seen an increase in referrals for men needing support across a broad range of areas. The service has been actively working on a new initiative funded by ACT Government to work with perpetrators of DFV.

Multicultural Counselling Service (MCS): The counselling service was inundated with referrals this year and for the first time since launching the service in 2021 it had a waitlist of up to three weeks. The counselling service has supported the Maker's Workshop program mHub funds to deliver mental health and wellbeing sessions.

Settlement Services (SETS): SETS referrals increased significantly this year, majority through Red Cross. The SETS program delivered a successful digital literacy program as well as the Pre-Learner course for clients.

Project Work: Projects this year included the Embrace Mental Health Project, Primary Health Care Needs Assessment in partnership with Health Care Consumers' Association, Emergency Preparedness sessions, Active Beginnings Project in partnership with the University of Canberra and Health Care Consumers' Association and the LDAT project.

MULTICULTURAL HUB CANBERRA ACTIVITIES 2023-2024



QUEANBEYAN MULTICULTURAL CENTRE HIGHLIGHTS



Sethu Kannan & Ruzica Milutin

Over the last year, Queanbeyan Multicultural Centre (QMC) has continued to deliver its weekly programs. These have included:

- English Classes (intermediate, beginners and conversational)
- Weekly craft group
- Weekly Zumba classes
- Women's swimming classes
- Bollywood dancing

QMC has also hosted or participated in a number of cultural and community events this year. These have included:

- Diwali (in partnership with Queanbeyan Palerang Regional Council)
- Holi
- QMC Multicultural Festival
- Harmony Day
- International Women's Day
- Mother's Day
- Eid
- Refugee Week
- End of year celebration
- Children's Week
- Multicultural Family Safety Day
- NAIDOC Week
- Homelessness Matters Day

Of significant highlight this year was the Diwali Mela and Lantern Parade with Queanbeyan-Palerang Regional Council, Southern Tableland Arts and the Indian High Commission.

QMC has a strong group of volunteers who continuously support the activities and events held at the centre and we want to thank them all for the time that they give to support QMC.

QUEANBEYAN MULTICULTURAL CENTRE ACTIVITIES 2023-2024



GOULBURN MULTICULTURAL CENTRE HIGHLIGHTS



Heni Hardi and Yenny Vandalita

Over the last year, Goulburn Multicultural Centre (GMC) has continued to deliver its weekly programs. These have included:

- English Classes (intermediate and beginners)
- Weekly Zumba classes
- Women's weekly group
- Sewing classes

GMC has also hosted or participated in a number of cultural and community events this year. These have included:

- Onam
- Moon Festival
- Diwali
- Lilac Festival
- Holi
- GMC Multicultural Festival
- Harmony Day
- International Women's Day
- Eid
- Refugee Week
- Tejj
- End of year celebration
- Disability forum

GMC continues to host the monthly interagency network meetings at its Centre and regularly invites members of the interagency network to participate in various events and activities.

GMC also delivered free school holiday programs throughout the year.

GMC wishes to thank Goulburn-Mulwaree Council, the Mayor and Councillors for their continuous support of all GMC events.

GOULBURN MULTICULTURAL CENTRE ACTIVITIES 2023 -2024



COOMA MULTICULTURAL CENTRE HIGHLIGHTS



Yvi Henderson & Melinda Kalac

Over the last year, Cooma Multicultural Centre (CMC) has continued to deliver its weekly programs. These have included:

- Playgroup/Preschool group
- English Classes (intermediate and beginners)
- Learning Curve (A series of educational workshops for women from personal development to food & business, first aid and health and well-being)
- Ukulele & Drum Circle and singing

CMC has also hosted or participated in a number of cultural and community events this year. These have included:

- Onam
- Navratri
- Diwali
- 2 King's Day
- Holi
- CMC Multicultural Festival
- International Women's Day
- Eid
- Sri Lankan New Year
- Thai Songkran
- World Music Day & Lantern Parade
- Refugee Week

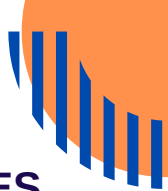
Through strong collaboration and partnerships, CMC has been able to deliver the Learn to Drive Program for women, emergency preparedness workshops, school holiday programs, tree planting, citizenship ceremonies and more.

CMC would like to thank Snowy Hydro 2.0 for their support of CMC events and learn-to-drive program through funding.

Through funding provided by PMC office, we have been able to start much needed renovations at CMC and looking forward to showing the finished space.

COOMA MULTICULTURAL CENTRE ACTIVITIES 2023-2024





OUR PARTNERS, COLLABORATORS AND FUNDING BODIES

Multicultural NSW
NAVITAS
Goulburn Mulwaree Council
Barnados
YWCA ACT
Youth Coalition of the ACT
ACT Health
Capital Region Community Services
ACT Police
ACT Emergency Services Agency
NSW Police
Key2Learning
Queanbeyan Hospital
Families ACT
Red Cross ACT
MYAN Australia
Compact Alliance
Companion House
ACT Government
Goulburn High School
Woden Community Service
Department of Home Affairs
Department of Social Services
Northside Community Service
Canberra Institute of Technology
Mental Health Australia
Capital Health Network

Quality Training in Construction
NSW Dept of Premier and Cabinet
Vinnies Refugee and Migrant Program
Conflict Resolution Services
Queanbeyan Palerang Regional Council
TAFE NSW
Canberra Multicultural Community
Forum
Domestic Violence Crisis Service
Department of Communities and Justice
MARSS
Relationships Australia & Canberra
Region
Australian Drug Foundation
Multicultural Community Council of
Illawarra
Communities @ Work
Belconnen Arts Centre
Schools as Community Centres
Snowy Monaro Regional Council
Snowy Hydro 2.0
Future Generation Joint Venture
ClubGrants NSW
Health Care Consumers Association
(HCCA)
NSW Health
Helping ACT

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2024

	Note	2024 \$	2023 \$
Revenue	5	2,636,406	2,220,002
Employee benefits expense		(1,575,138)	(1,388,777)
Depreciation and amortisation expense		(212,533)	(55,010)
Activities - clients		(221,675)	(250,282)
Consultants and presenters		(335,436)	(218,025)
Lease finance expenses		(13,505)	(17,777)
Other expenses		(204,998)	(280,166)
(Loss)/Profit before income tax		73,121	9,965
Total comprehensive income for the year		73,121	9,965

Statement of Changes in Equity
For the Year Ended 30 June 2024

2024

	Retained Earnings \$	General Reserve \$	Total \$
Balance at 1 July 2023	159,250	45,000	204,215
Profit/(loss) attributable to members	73,121	-	73,121
Balance at 30 June 2024	232,371	45,000	277,336

2023

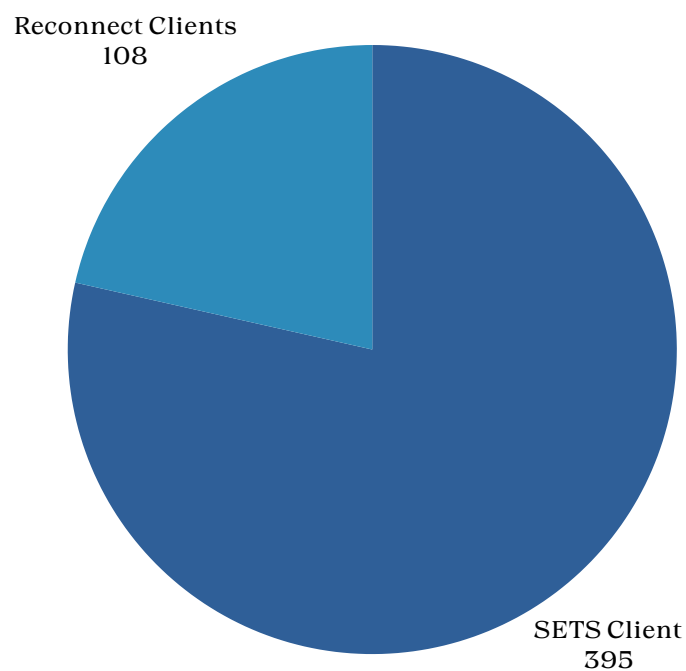
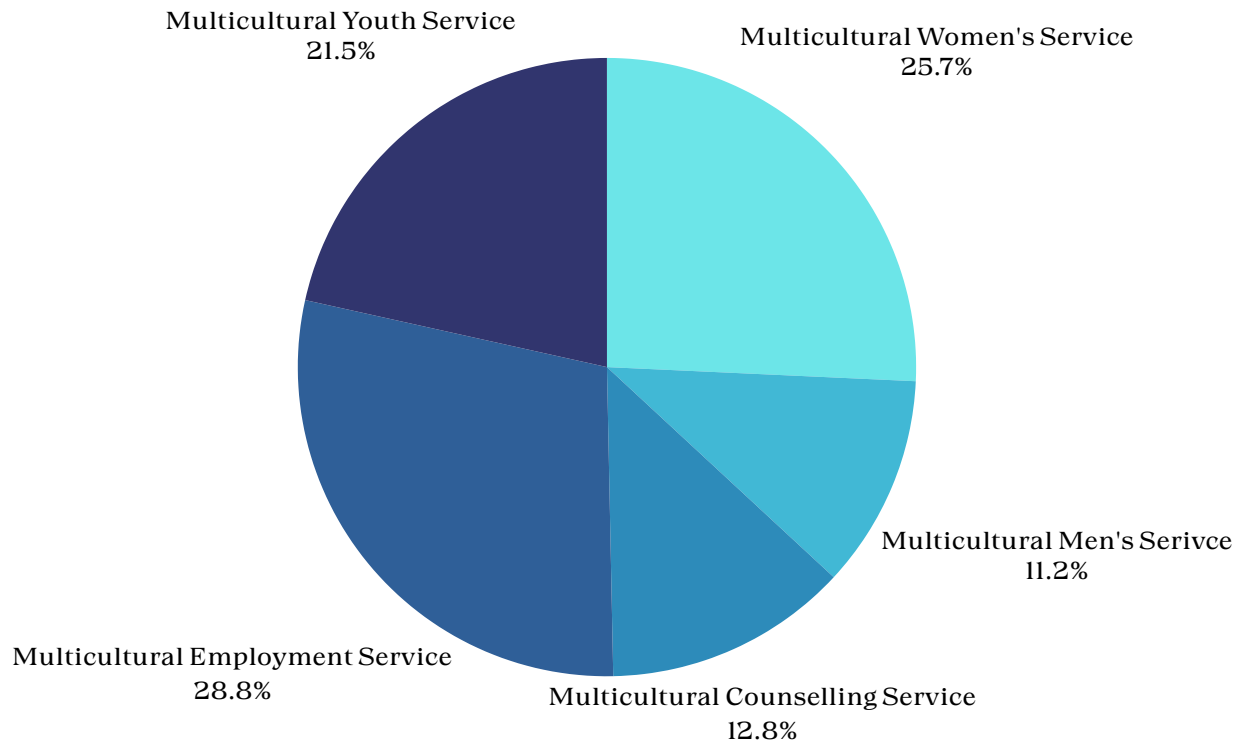
	Retained Earnings \$	General Reserve \$	Total \$
Balance at 1 July 2022	149,250	15,000	164,250
Profit/(loss) attributable to members	9,965	30,000	39,965
Balance at 30 June 2023	159,215	45,000	204,215

2022

	Retained Earnings \$	General Reserve \$	Total \$
Balance at 1 July 2021	148,429	10,000	158,429
Profit/(loss) attributable to members	821	5,000	5,821
Balance at 30 June 2022	149,250	15,000	164,250

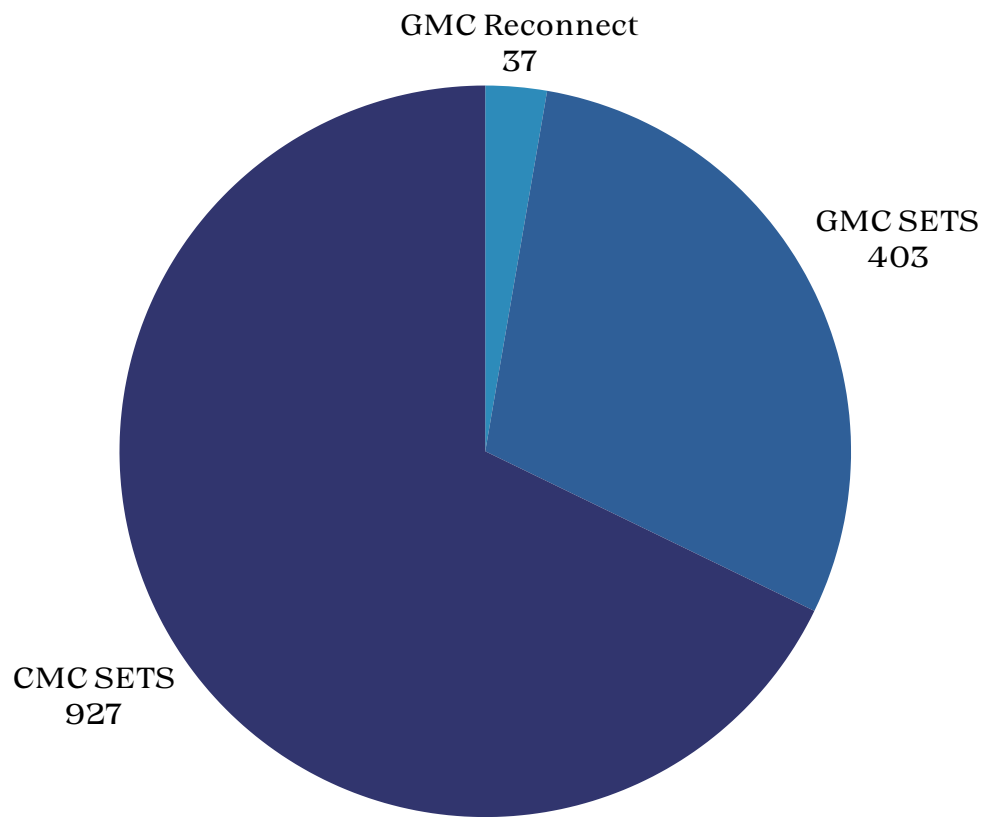
QMLC CLIENT BREAKDOWN

Multicultural Hub Canberra

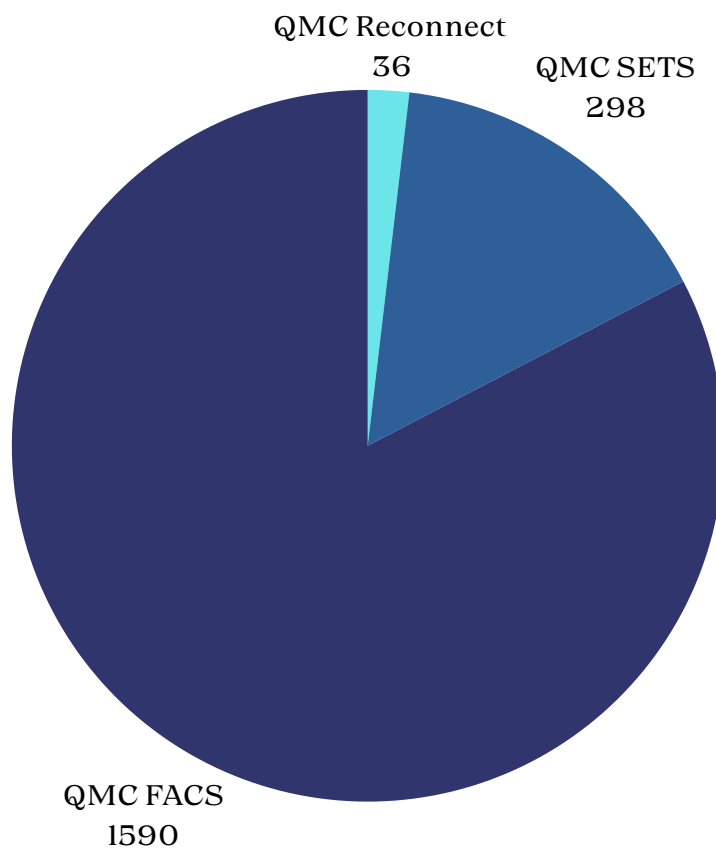


QMLC CLIENT BREAKDOWN

Goulburn Multicultural Centre and Cooma Multicultural Centre



Queanbeyan Multicultural Centre





QUEANBEYAN MULTILINGUAL CENTRE INC

CONTACT

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