



Assisting Migrants and Refugees

ANNUAL REPORT

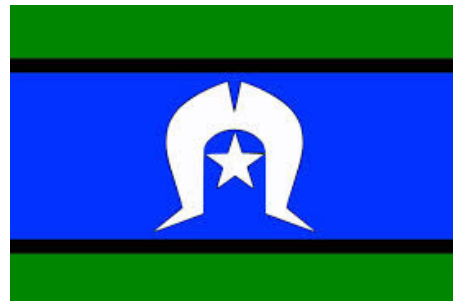
2024-2025



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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Vision, Purpose & Values

Vision

To deliver inclusive, welcoming and supportive services that empower multicultural communities, enabling them to feel a sense of belonging and actively participate in all aspects of society.

Purpose

Our purpose is to work with and provide services for multicultural communities in Canberra and SE NSW to enable them to thrive.

Values

Our work is guided by these values:

Trust and Integrity

We will always work with integrity and trust, ensuring transparency and cultural safety at all times.

Respect

We respect everyone's culture and values. Everyone will be treated with respect at all times.

Diversity and inclusion

Our services and programs are available to all multicultural community members, regardless of the language they speak, their cultural background, religion, sexual preference or gender.

Collaboration

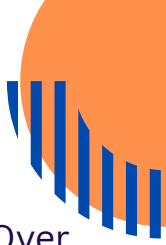
We will always work in collaboration with clients, communities and other agencies to support the best outcomes.

Good governance

QMLC will ensure strong governance so that we can deliver on our Vision and Purpose at all times with transparency and accountability



PRESIDENT'S REPORT



I am pleased to share this report on what has been a remarkable year for QMLC. Over the past 12 months, we have continued to support multicultural communities in Canberra, Queanbeyan, Goulburn, and Cooma.

Through collaboration and the building of new partnerships, our organisation has continued to grow—expanding both our programs and our dedicated team. These connections, particularly with community groups and associations across all our locations, have strengthened our reach and impact.

A key focus this year has been strengthening QMLC's governance and ensuring our structures reflect who we are today. Important milestones include:

- The adoption of our new Constitution
- Achieving PBI status
- Refreshing the QMLC logo
- Updating our Vision, Purpose, and Values Statement

These milestones reflect an organisation that is evolving while remaining firmly committed to its mission and values.

I extend my sincere thanks to the QMLC Management Committee, whose guidance and oversight have been invaluable in navigating this year of change. I also wish to acknowledge our staff and volunteers, whose professionalism and commitment bring our mission to life each day.

To our funding bodies and partner organisations, we remain deeply grateful for your ongoing support and confidence in QMLC's work.

Finally, I thank the families and communities who continue to engage with us across our centres. Your support and involvement remain central to our success.

Together, we are building a welcoming, inclusive, and supportive future for our multicultural communities across our region.

IVAPENE SEIULI
PRESIDENT



QMLC DIRECTORS REPORT

This year our organisation grew and changed in different ways. This included the development of our new critical CALD Men's Non-Violence Behaviour Program and the delivery of our Multicultural Suicide Prevention and Intervention Program.

During 2024/2025, QMLC managed 20 grants and more than 30 projects spread over all four locations

The year was full of wonderful recognition across a couple of our offices. Our Multicultural Hub Canberra team were recognised in August at the ACT Multicultural Awards as the Community Organisation of the year for our work with multicultural communities.

In Goulburn, Heni, our Centre Manager, was recognised in March for her incredible contributions to the community and awarded Goulburn Local Woman of the Year 2025.

QMLC welcomed two new staff members this year and we also farewelled Hala Sakr and Claude Mbianga. I want to thank them both for the invaluable contributions they made within their roles.

As an organisation, over the last year QMLC continued to focus on refreshing our governance and HR processes. This included the adoption of our new Constitution and a new and refreshed QMLC logo that better aligned and reflected where our organisation is now.

Our communities have continued to grow over the last year across all four locations, and this allowed us to build new relationships with new and emerging community groups and support their many wonderful celebrations and events.

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 and to me.

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 incredible outcomes over the last 12 months. Across our four centres, the passion, engagement and dedication to clients and communities we support is evident everyday across all team members.

ZAKIA PATEL
EXECUTIVE DIRECTOR



Management Committee

President - Ivapene Seiuli
Treasurer - Geraldine Manser
Secretary - Mijica Lus
Paola Mendez
Neha Thakkar
Angela Masoe



Our Staff

Executive Director
Administrative Assistant
Festival Coordinator

Zakia Patel
Hala Sakr
John Gunn

Queanbeyan Multicultural Centre

Centre Manager
Multicultural Women's Service Case Manager

Sethu Kannan
Ruzica Milutin

Goulburn Multicultural Centre

Centre Manager
Casual support worker
Casual support worker

Heni Hardi
Yenny Vandalita
Fernando Manek

Cooma Multicultural Centre

Centre Manager
Casual support worker

Yvi Henderson
Melinda Kalac

Multicultural Hub Canberra

Women's Service Case Manager
Women's Service Activities facilitator
Men's Service Case Manager
Youth Worker
Family Support Worker
Bushfire Recovery Project Team Leader
Bushfire Recovery liaison officer
Employment Service Manager
Employment Service Consultant
Counsellor
Settlement Service Officer/English tutor
Program Facilitator

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



MULTICULTURAL HUB CANBERRA HIGHLIGHTS



*Back: Krishan Patel, Tuija Canciani, Danny Ruiz, Ruzica Milutin and Anup Pereira
Front: Zakia Patel, Khosro Ahmad, Seh Meh, Lulu Hou and Sadaf Essack*

Multicultural Youth Service (MYS): MYS delivered a new program this last year called Path to Inclusion, which was delivered across several schools. We also hosted our biggest Kooky Olympics to date and wrapped up our Stand Up Youth Conference in Jindabyne with an incredible 70 plus young people from across Canberra and Regional NSW.

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. Our partnership with the West Belconnen Child and Family Centre and the Tuggeranong Child and Family Centre to co-facilitate the weekly multicultural playgroups has continued. MWS hosted another successful International Women's Day morning tea and its fifth 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 Ginninderry SPARK, CIT, Uniting Care Kippax and NEON to deliver a Renewables Program that engaged 15 clients. This program also received the Diversity and Inclusion Champion Award in the Smart Energy Excellence Awards 2025.

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. In February 2025, we commenced delivery of our CALD Men's Non-Violence Behaviour Program. We have had a lot of interest from the community and other agencies, with referrals picking up.

Multicultural Counselling Service (MCS): The counselling service continued to be closed to new referrals from December to June due to the large volume of referrals. However, these referrals were appropriately triaged and clients were supported through other services while waiting for a counselling appointment.

Settlement Services (SETS): SETS referrals continued to come in via Red Cross. We held a highly successful Tax Clinic in partnership with University of Canberra and supported more than 50 clients with their tax returns.

Project Work: Projects this year included an intensive Multicultural Suicide Intervention and Prevention Program funded by Capital Health Network. More than 180 community leaders and parents completed Mental Health First Aid or SafeTALKS training. Other projects included a Cyber Safety project, two Welcome to Canberra Expo's and our emergency preparedness program.

MULTICULTURAL HUB CANBERRA ACTIVITIES 2024-2025





Sethu Kannan & Ruzica Milutin

The beginning of 2025 was a big year for QMC. We relocated into a new centre (two doors down), which allowed us to meet the significant growth in our Centre with clients, programs, activities and celebrations. We spent many weeks settling into the new space before hosting our very first event in May to celebrate Eid.

Since then, due to the increased capacity of the space, we have held a number of workshops at our centre with lots of positive feedback from the community about our new location.

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 and baby swimming classes
- Bollywood dancing

We also continued to support (through funding and participation) two weekly multicultural playgroups delivered by SaCCS.

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)
- QMC Multicultural Festival 20 Year Anniversary (in partnership with Queanbeyan Palerang Regional Council)
- Harmony Day
- International Women's Day
- Mother's Day
- Eid
- Refugee Week
- End of year celebration
- Children's Week

QMC also began a partnership with Campbell Page to deliver fortnightly story time activities at the Railway Park, engaging a large number of newly arrived multicultural families.

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 2024-2025





Fernando Manek, Heni Hardi and Yenny Vandalita

Over the last year, Goulburn Multicultural Centre (GMC) has continued to deliver its weekly programs, as well as adding some new activities. These have included:

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

GMC also delivered free school holiday programs throughout the year.

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
- GMC Multicultural Festival
- Harmony Day
- International Women's Day
- Eid
- Refugee Week
- End of year celebration
- Disability forum

Sadly, we farewelled a beloved member of our GMC family, Mick Pearson. Mick started his journey with GMC many years ago as a volunteer, and was integral in the fitout of our centre. Mick was the husband of our Centre Manager Heni, and we feel his absence daily.

GMC has an incredible group of volunteers who are the backbone to many of our events and activities. We wish to thank them for the time they give to our centre in supporting our many multicultural community members.

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

GOULBURN MULTICULTURAL CENTRE ACTIVITIES 2024 -2025





Yvi Henderson & Melinda Kalac

Cooma Multicultural Centre (CMC) has continued to grow and welcome many new faces both as volunteers and clients.

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)
- Ukulele & Drum Circle and singing
- Youth volleyball
- Zumba dancing
- Afterschool tutoring

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 a number of new workshops to support skills development and strong social and community networks.

Through funding provided by the PMC office, our centre renovations are almost fully complete. We are excited to host an opening ceremony soon and showcase the fresh new face of CMC!

CMC has an incredible group of volunteers who not only help with programs and activities, but also with maintenance of the centre. We want to express our sincere thanks to all our CMC volunteers for their passion and support to our multicultural communities!





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
Kiran Design Studios
Ginninderry SPARK
ACT Education Directorate
Australian National University

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
ACT Corrective Services
Uniting Care Kippax
University of Canberra
Tuggeranong Arts Centre

Queanbeyan Multilingual Centre Incorporated
A.B.N 54 925 328 154

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
Revenue	5	2,830,485	2,636,406
Employee benefits expense		(1,592,907)	(1,575,138)
Depreciation and amortisation expense		(44,713)	(212,533)
Activities - clients		(268,259)	(221,675)
Consultants and presenters		(303,572)	(335,436)
Lease finance expenses		(15,664)	(13,505)
Rent		(65,803)	(34,513)
Cessation Reserve		(250,000)	-
Other expenses		(254,665)	(170,485)
(Loss)/Profit before income tax		34,902	73,121
Total comprehensive income for the year		34,902	73,121

Statement of Changes in Equity

For the Year Ended 30 June 2025
2025

	Retained Earnings \$	Reserve \$	Total \$
Balance at 1 July 2024	232,337	45,000	277,337
Profit/(loss) attributable to members	34,902	250,000	284,902
Balance at 30 June 2025	267,239	295,000	562,239

2024

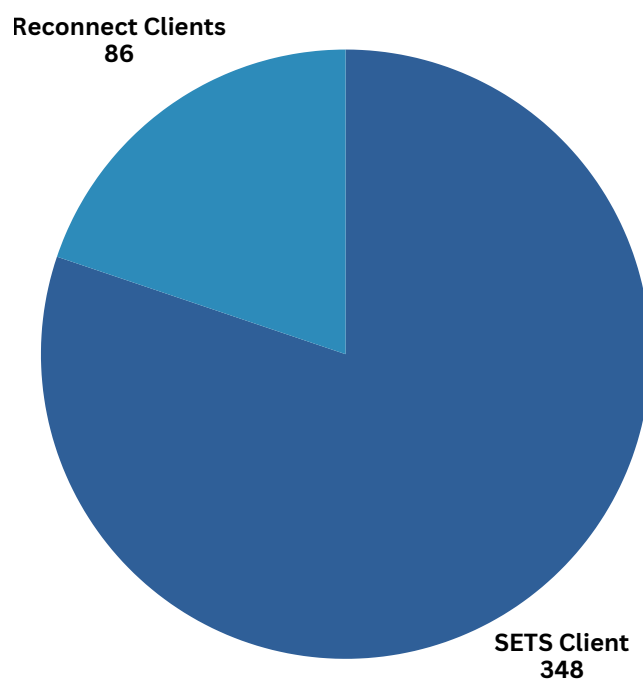
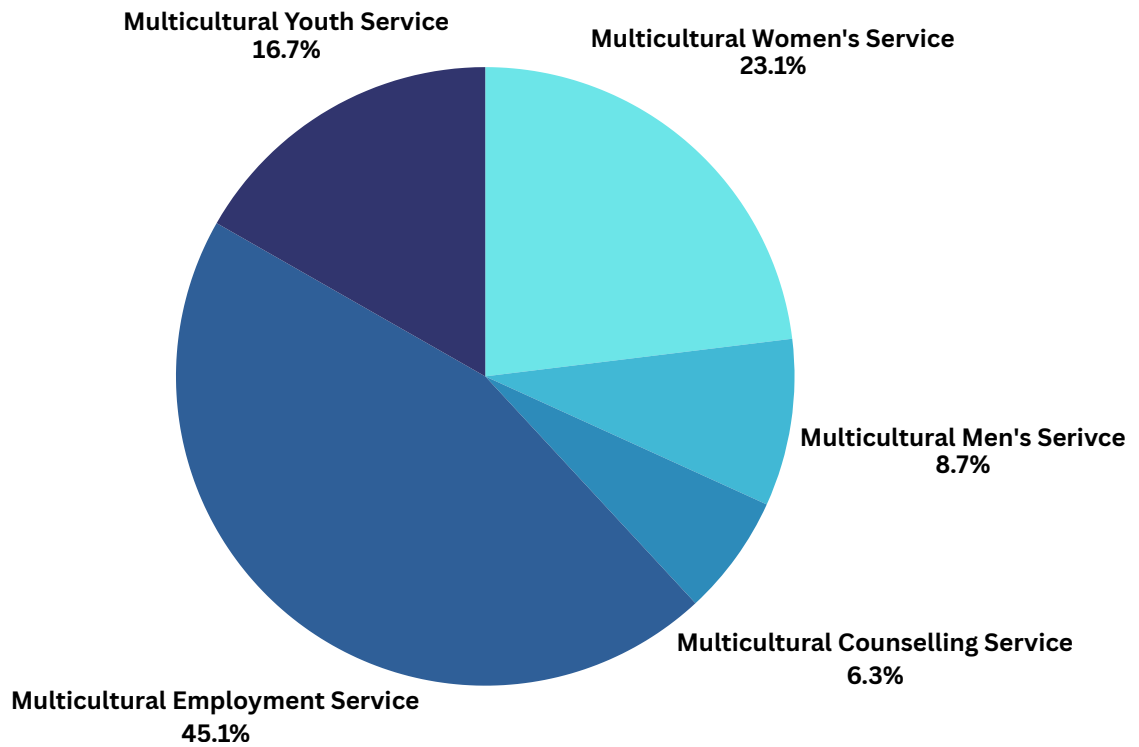
	Retained Earnings \$	General Reserve \$	Total \$
Balance at 1 July 2023	159,251	45,000	204,216
Profit/(loss) attributable to members	73,121	-	73,121
Balance at 30 June 2024	232,372	45,000	277,337

2023

	Retained Earnings \$	General Reserve \$	Total \$
Balance at 1 July 2022	149,251	15,000	164,251
Profit/(loss) attributable to members	9,965	30,000	39,965
Balance at 30 June 2023	159,216	45,000	204,216

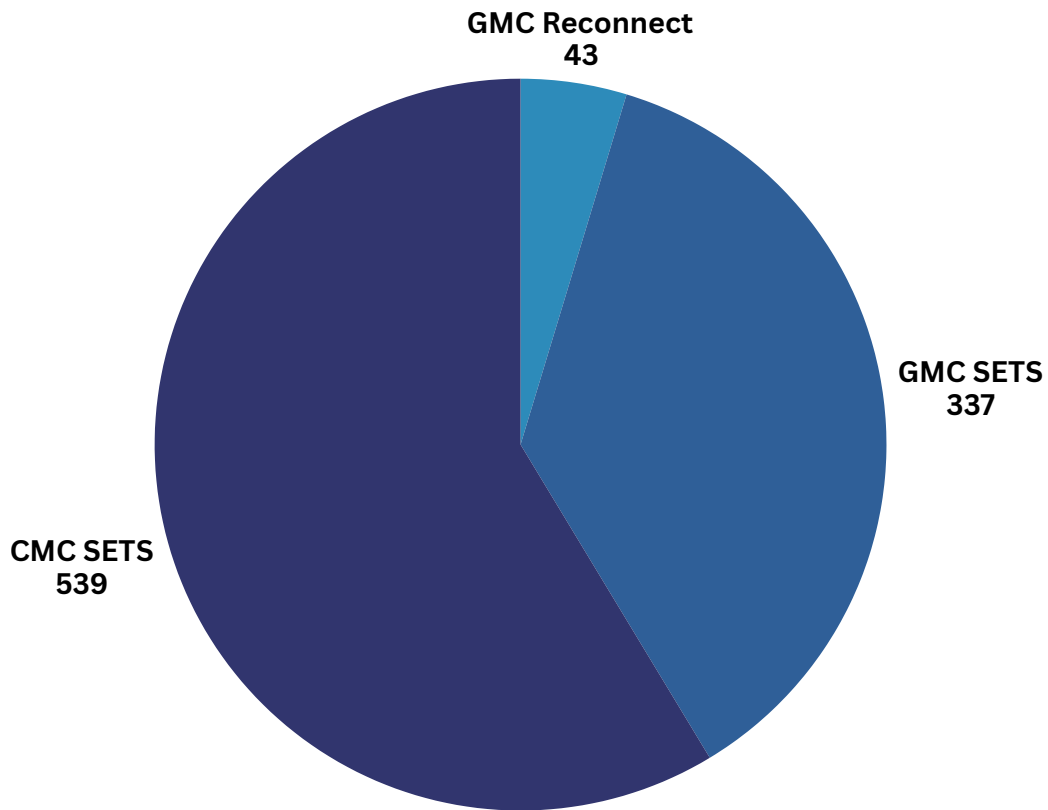
QMLC CLIENT BREAKDOWN

Multicultural Hub Canberra

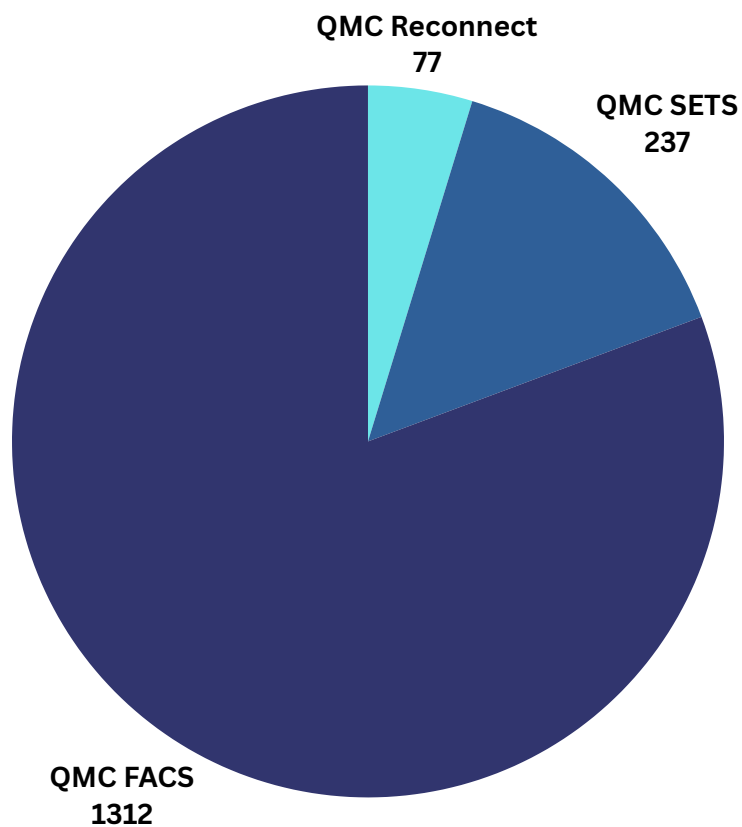


QMLC CLIENT BREAKDOWN

Goulburn Multicultural Centre and Cooma Multicultural Centre



Queanbeyan Multicultural Centre





Assisting Migrants and Refugees

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