



Assisting Migrants and Refugees

ANNUAL REPORT

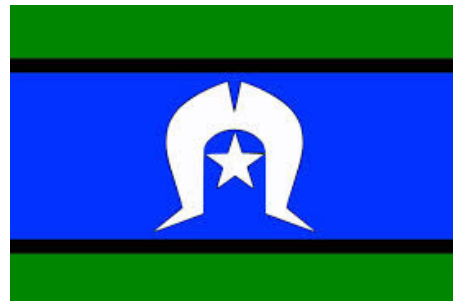
2025-2026



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 present this report reflecting on what has been a remarkable, challenging and rewarding year for QMLC. Over the past 12 months, we have continued our commitment to supporting multicultural communities across Canberra, Queanbeyan, Goulburn and Cooma. Throughout the year, QMLC strengthened existing relationships and established new partnerships with communities, organisations and service providers across our region. These collaborations have expanded opportunities to work together, share knowledge and resources, and achieve meaningful outcomes for the communities we serve.

A key priority for QMLC this year was strong advocacy to support the continuation of funding for the critical services we deliver. This period brought uncertainty and significant challenges for some of our employees. I would like to acknowledge their incredible resilience, professionalism and commitment in continuing to deliver essential services during this time. I sincerely thank all affected staff for their patience, trust and confidence in our leadership team as we worked through these challenges together.

QMLC has also continued to strengthen its governance and organisational processes. A number of new policies and procedures were introduced to ensure the organisation remains well governed, responsive and prepared for emerging challenges. This included keeping pace with developments in artificial intelligence (AI) and other online technologies, while ensuring we appropriately manage the risks and opportunities these technologies present.

I extend my sincere thanks to the QMLC Management Committee for their guidance, commitment and oversight throughout a year of considerable change. We were pleased to welcome Kiran Grewal to the Committee and, at the same time, farewellled Neha Thakkar. I would like to thank Neha for her valuable contribution and commitment to QMLC since joining the Committee in 2023.

I also wish to acknowledge and thank our dedicated staff and volunteers. Their professionalism, compassion and commitment bring QMLC's mission to life every day. Their contribution is central to the positive impact we can make across our communities.

To our funding bodies and partner organisations, we remain deeply grateful for your ongoing support, collaboration and confidence in QMLC and the work we do. Your partnership enables us to continue providing meaningful services and creating opportunities for multicultural communities across our region.

Finally, I extend my sincere thanks to the families and communities who continue to engage with QMLC across our centres. Your trust, participation and support are at the heart of our organisation and remain central to our success.

As we look to the year ahead, QMLC remains committed to working collaboratively to build a welcoming, inclusive and supportive future for multicultural communities across our region. Thank you to everyone who has contributed to QMLC's journey this year. Together, we continue to make a meaningful difference.

IVAPENE SEIULI
PRESIDENT



QMLC DIRECTORS REPORT

This year our organisation faced new challenges with funding uncertainty. Many of our large funding contracts were coming to an end in June 2026, which would result in the loss of several critical services as well as staff.

Strong advocacy over the 12 months, including a Budget Submission and strategic conversations within the sector led to the securing of ongoing funding for all services and programs.

During 2025/2026, QMLC managed 24 grants and more than 30 projects spread over all four locations. Partnerships and strong collaboration ensured that our organisation was able to provide the essential support to our clients and communities.

The delivery of the CALD Men's Behaviour Change Program has continued to grow, with the external evaluation by Social Ventures commencing in February and due to be finalised in December 2026.

Over the course of the year, key programs were delivered, supporting specific areas of our community. This included the Learn to Swim program in Canberra for African youth following the tragic drowning of a young person. Our four centres also published a Refugee Week book, highlighting the incredibly moving stories of clients across our four locations - fitting into the theme of A Million Stories.

QMLC welcomed a new staff member this year, Eugene Yanful and we farewelled Danny Ruiz. I want to thank Danny for the contributions he made while with QMLC.

Renovation work for both QMC and GMC have continued to progress, with work scheduled to begin later in the year.

This year, community have faced many challenges locally, nationally as well as internationally. This has included impacts from the anti-migration marches, an increase in Islamophobia and racism, as well as fear and uncertainty for relatives due to the overseas conflicts that continue to emerge. This had an indirect and direct impact on the work of our four centres, and continues to do so. As an organisation, we will continue to support and advocate for the safety of our communities.

I would like to acknowledge and thank community leaders for their ongoing engagement and collaboration with our organisation and look forward to continuing these relationships into the new year. I would also like to thank the many organisations that we have had the opportunity to partner and collaborate with. The opportunity to learn and share with each other has allowed us to grow as an organisation.

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

Lastly, I would like to acknowledge the incredible work of all the QMLC staff and volunteers. Over a challenging and uncertain 12 months, their continued commitment to their role and clients has ensured that all of our programs and activities have continued to be delivered. Across our four centres, the passion, engagement and dedication to clients and communities we support is evident everyday.

ZAKIA PATEL
EXECUTIVE DIRECTOR



Management Committee

President - Ivapene Seiuli
Treasurer - Geraldine Manser
Secretary - Mijica Lus
Paola Mendez
Neha Thakkar
Kirandeep Grewal



Our Staff

Executive Director
Festival Coordinator

Zakia Patel
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

Heni Hardi
Yenny Vandalita

Cooma Multicultural Centre

Centre Manager
Casual support worker
English Tutor

Yvi Henderson
Melinda Kalac
Deanne Graff

Multicultural Hub Canberra

Women's Service Case Manager
Women's Service Activities facilitator
Men's Service Case Manager
Youth Worker
Family Support Worker
Project Worker
Employment Service Manager
Employment Service Consultant
Counsellor
Settlement Service Officer
Program Facilitator
Youth Worker

Ruzica Milutin
Seh Meh
Khosro Ahmad
Lulu Hou
Tuija Canciani
Anup Pereira
Nigel Maloney
Sadaf Essack
Tess Mugo
Fernando Manek
Krishan Patel
Eugene Yanful



MULTICULTURAL HUB CANBERRA HIGHLIGHTS



*Back: Sadaf Essack, Tess Mugo, Seh Meh, Khosro Ahmad, Tuija Canciani, Eugene Yanful, Zakia Patel Krishan Patel, and Ruzica Milutin
Front: Fernando Manek and Anup Pereira*

Multicultural Youth Service (MYS): A particular highlight from MYS this reporting period was the partnership with Erindale College to sponsor the Pasifika Excellence Award. This award was presented to two Year 12 students at graduation, recognising their incredible academic achievements throughout the school year.

Multicultural Women's Service (MWS): The women's service continued to grow over the last 12 months. We grew our partnerships with the Child and Family Centres and commenced co-facilitating a weekly multicultural playgroup in Gungahlin as well. Our women's social group has become an incredible weekly group helping eliminate social isolation. Our annual women's iftar continues to grow, this year both the Minister for Women and Shadow Minister for Multicultural Affairs attended.

Multicultural Employment Service (MES): The employment service has been the busiest of all the services at mHub. An incredible increase in daily registrations came from both unsuccessful applications to the WESP program, as well as an increase in skilled visa holders settling into Canberra. A strong focus from January 2026 to June 2026 was increasing employment pathways for clients through training and courses. Over the course of six months, more than 200 clients were supported to participate in a course that increased their employment opportunities.

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 CALD Men's Non-Violence Behaviour Program has been delivering services for 18 months, with great engagement from the sector, community and clients. Over the duration of 2026, the program has been part of an external evaluation process, with the final report due in December.

Multicultural Counselling Service (MCS): The counselling service continued to see an increase in referrals, with more contact from Universities for international students. Complex counselling needs saw some referrals being unsuitable for our counselling service.

Settlement Services (SETS): SETS referrals slowed down with changes internally from Red Cross, however we saw an increase in walk-ins and referrals from other services for SETS eligible clients. English classes and digital classes picked up, with great engagement from clients.

Project Work: Projects this year included an extension to our TRISP project and our cyber safety project. We also commenced the EmergenciRedi project with Red Cross, the After Youth Care Project with the ACT Youth Coalition and Multicultural Primary Health Care assessment project with Companion House.



QUEANBEYAN MULTICULTURAL CENTRE HIGHLIGHTS



Sethu Kannan & Ruzica Milutin

We have been in our new QMC location now for 18 months and the increased space has allowed us to deliver important and engaging workshops and programs.

Workshops have included:

- First Aid Course
- Parent workshop on understanding alcohol and other drugs harm amongst young people
- Lantern making
- Digital Literacy and more

Over the last year, 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 continued to support (through funding and participation) two weekly multicultural playgroups delivered by SaCCS.

QMC continued the partnership with Campbell Page to deliver fortnightly story time activities at the Railway Park, with an increasing number of new families engaging.

QMC conducted a survey with clients and community at the end of 2025 to better understand community needs. Through this process, new programs were initiated, including more focus on young people 12 - 18 during the school holidays and the beginning of men's swimming lessons.

Some school holiday activities were done in collaboration with our Canberra office (mHub), allowing centres to share resources and allowing young people to network with each other.

QMC 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 (in partnership with Queanbeyan Palerang Regional Council)
- Harmony Day
- Mother's Day
- Refugee Week
- End of year celebration
- Children's Week

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

QUEANBEYAN MULTICULTURAL CENTRE ACTIVITIES 2025-2026





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
- School holiday programs

Workshops included guest speakers from other organisations and other services.

GMC also hosted two separate focus groups. The first was in collaboration with Multicultural NSW - consulting with multicultural community members to help shape Multicultural NSW's Strategic Plan.

The second was with the Australian Human Rights Commission to consult with multicultural young people in Goulburn to hear what is important to them.

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

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

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.

GOULBURN MULTICULTURAL CENTRE ACTIVITIES 2025 -2026





Melinda Kalac & Yvi Henderson

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

Over the last year, Cooma Multicultural Centre (CMC) continued to deliver its weekly programs, as well as add new workshops and groups. These have included:

- Coffee, Chai & Chat
- English Classes (intermediate and beginners)
- Ukulele & Drum Circle and singing
- Youth volleyball
- Children's Bollywood Dancing
- Adult Bollywood 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

CMC collaborated with our Canberra office (mHub) so that young people from Cooma could join school holiday activities with our Canberra young people. This included a trip to Canberra Theatre to watch Cirque Alice, joining Kooky Olympics for Youth Week and Questacon.

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!

COOMA MULTICULTURAL CENTRE ACTIVITIES 2025-2026



Funding Bodies:

Department of Home Affairs
Department of Social Services
Department of Communities & Justice
ClubGrants NSW

ACT Government
Multicultural NSW
Capital Health Network

Collaborators and Partners

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
Goulburn High School
Woden Community Service
Northside Community Service
Canberra Institute of Technology
Gungahlin Child & Family Centre
Mental Health Australia
Capital Health Network
Kiran Design Studios
Ginninderry SPARK
ACT Education Directorate
Australian National University
Tuggeranong Child and Family Centre
Unions ACT

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
MSS Security
Caring Approach
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
Health Care Consumers Association (HCCA)
NSW Health
Helping ACT
ACT Corrective Services
Uniting Care Kippax
University of Canberra
Tuggeranong Arts Centre
West-Belconnen Child and Family Centre
African Australian Council ACT

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 2026

	2026	2025
Note	\$	\$
Revenue	3,124,845	2,830,485
Employee benefits expense	(1,712,898)	(1,592,907)
Depreciation and amortisation expense	(200,148)	(44,713)
Activities - clients	(446,727)	(268,259)
Consultants and presenters	(272,529)	(303,572)
Lease finance expenses	(30,311)	(15,664)
Rent	(64,716)	(65,803)
Cessation Reserve	(105,000)	(250,000)
Other expenses	(285,597)	(254,665)
(Loss)/Profit before income tax	6,919	34,902
Total comprehensive income for the year	6,919	34,902

Statement of Changes in Equity

For the Year Ended 30 June 2026

2026

	Retained Earnings	Reserve	Total
	\$	\$	\$
Balance at 1 July 2025	267,239	295,000	562,239
Profit/(loss) attributable to members	6,919	105,000	111,919
Balance at 30 June 2026	274,158	400,000	674,158

Retained

2025

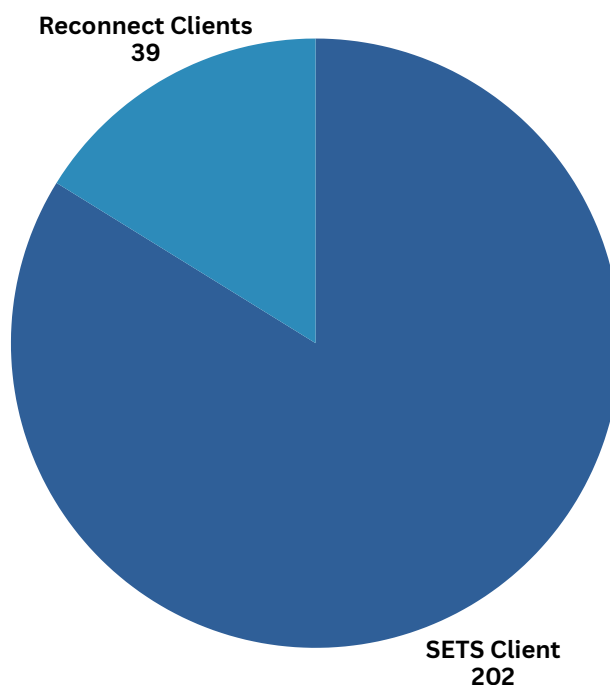
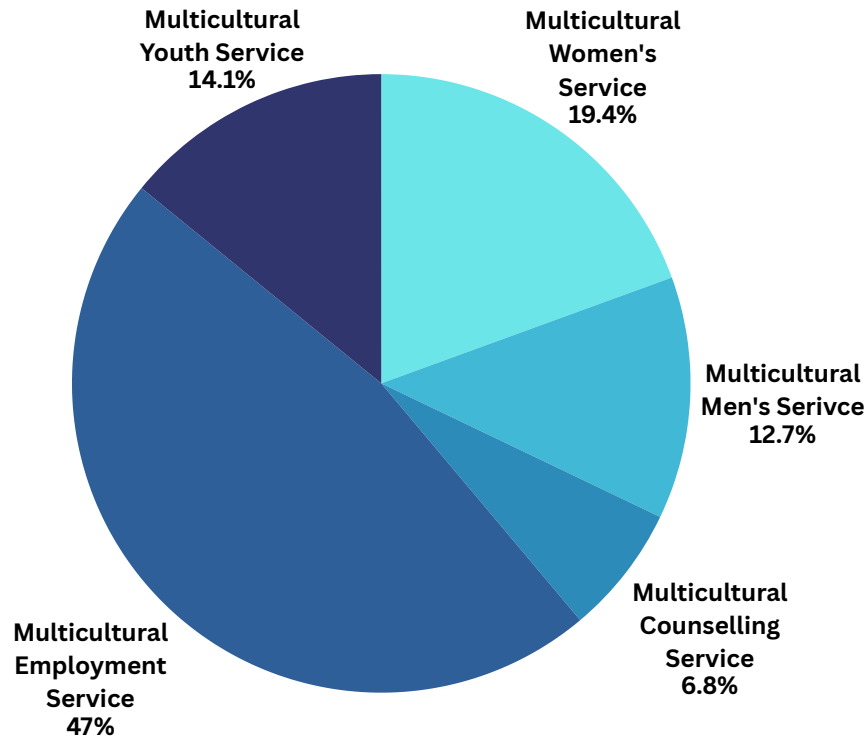
	Earnings	Reserve	Total
	\$	\$	\$
Balance at 1 July 2024	232,337	45,000	277,337
Profit/(loss) attributable to members	34,902	250,000	284,902
Balance at 30 June 2025	267,239	295,000	562,239

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

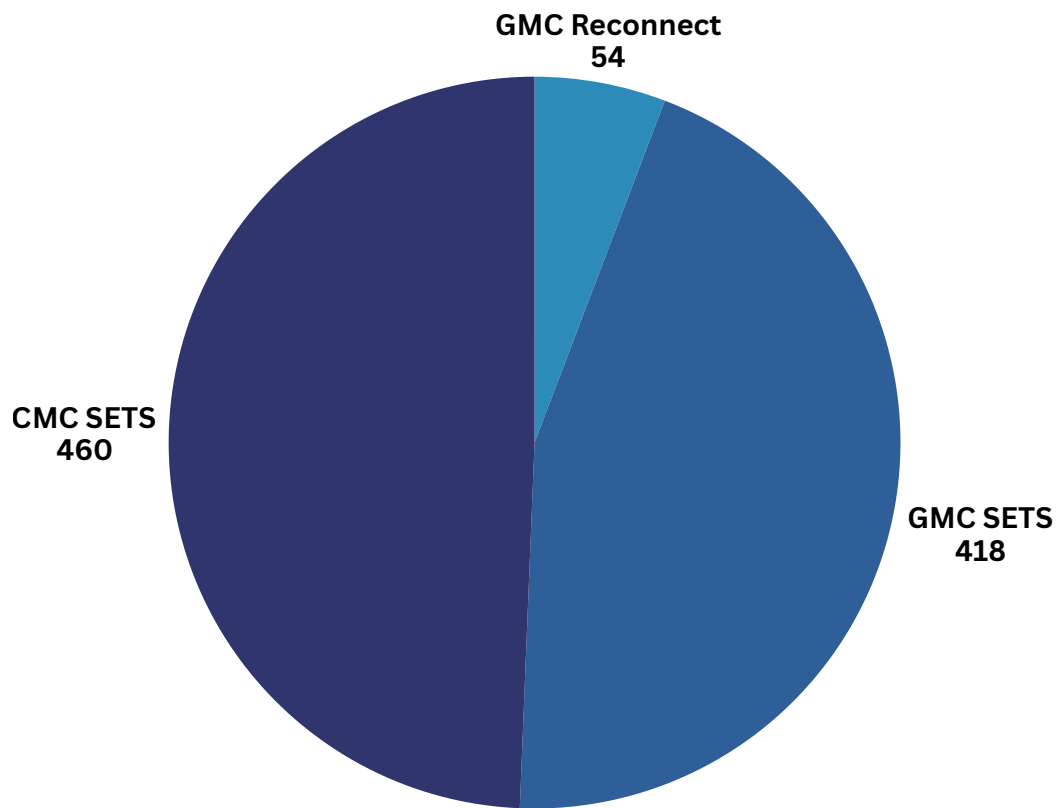
QMLC CLIENT BREAKDOWN

Multicultural Hub Canberra

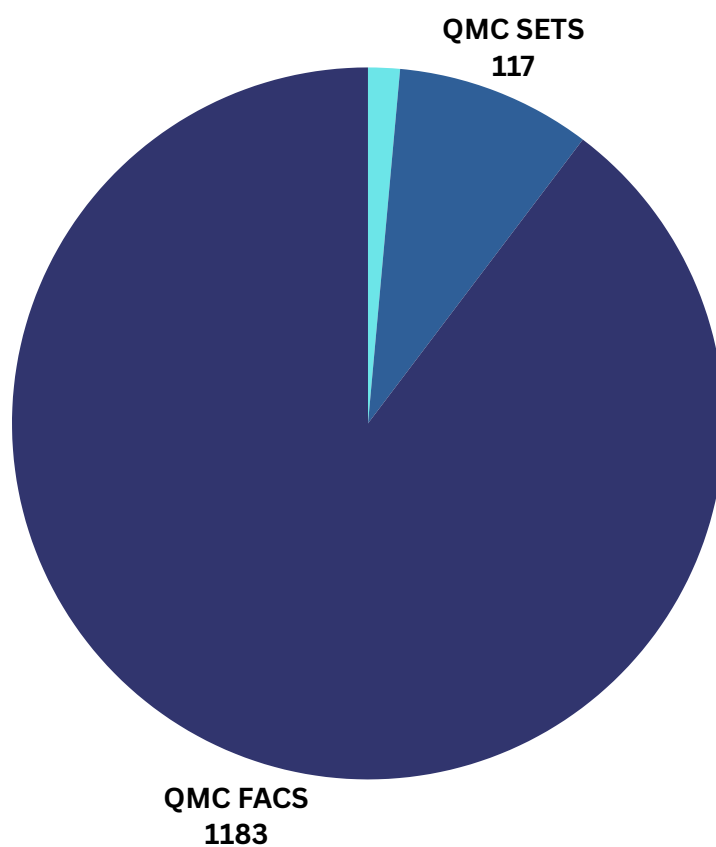


QMLC CLIENT BREAKDOWN

Goulburn Multicultural Centre and Cooma Multicultural Centre



Queanbeyan Multicultural Centre





Assisting Migrants and Refugees

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