



TMSG

TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.



Annual Report 2021-2022

Partners & Funders

- Aitkenvale Primary School
- Australian Government Department of Home Affairs
- Australian Government Department of Social Services
- Blessed Mary MacKillop Parish
- Catholic Diocese Townsville
- Dancenorth Australia
- Department of Employment
- Department of Children, Youth Justice & Multicultural Affairs Qld
- Department of Human Services
- Mercy Community Services
- Morris Family Foundation
- Multicultural Australia Ltd
- NQ Primary Health Network
- Neami National & Head to Health Mental Health Services
- Ryan Community Centre
- Settlement Council of Australia
- Queensland Government Department of Local Government, Racing and Multicultural Affairs
- Refugee and Immigration Legal Service
- Townsville City Council



TMSG President's Report

I acknowledge the Wulgurukaba of Gurambilbarra and Yunbenun people, owners of the land where TMSG operates, and the neighbouring Bindal people, elders past, present and future. Townsville Multicultural Support Group (TMSG) is proud to share this land with the oldest living culture in the world.

This year TMSG celebrates thirty (30) years of continuous service to refugee and migrant communities in the Townsville region. The TMSG Management Committee acknowledges and pays respect to the work of the Ethnic Women's Group that formed in 1990; this group consisted of women from diverse groups concerned about the need for practical grassroots support for refugee and migrant women. The Ethnic Women's Group was incorporated as TMSG in 1992, under the leadership of an inspirational group of "originals". The TMSG Management Committee, Management Team and Staff are always mindful of the fact that we stand on the shoulders of many inspirational people.

TMSG staff continue to work with the people who use our services to build resiliency and the capacity to build a new life in their new home. TMSG is focused on ensuring that people experience a welcoming community where human rights and inclusion are evident and valued.

TMSG has a diverse and experienced team who offer practical support to refugees and migrants who are settling in the Townsville community. More than 50% of the team have completed a Bachelor's degree or higher and 87% of the staff come from a migrant or refugee background.

As a result, TMSG has a highly skilled and knowledgeable workforce who have the privilege of working with people seeking services. The TMSG team collectively speak many different languages including Arabic, Bemba, Burmese, French, Korean, Kinyamulenge, Kinyarwanda, Kirundi, Lingala, Mandarin, Nepali, Portuguese, Sango, Somali, Swahili, Tagalog, Vietnamese, and more.

Acknowledging TMSG's origin and commitment to human rights and social inclusion, the focus of the Management Committee this financial year has been on TMSG's growth strategy and vision for the next 30 years.

The TMSG Management Committee, in collaboration with Stephanie Naunton, General Manager, and the management team commenced the journey to transitioning from an Incorporated Association to a Company Limited by Guarantee; this is a substantial body of work requiring a serious commitment of time and energy for everyone involved. This work will continue into the next financial year.

The Management Committee has also worked with an expert consultant to review the existing Statement of Strategic Intent 2021-23; this resulted in the following 2023-2024 Statement of Strategic Intent; this document highlights the following:

Our Vision: To be the regional leader for intercultural services across Australia.

Our Purpose: Assisting people from culturally and linguistically diverse backgrounds to achieve independence and social inclusion.

Our Guiding Principles: Diversity, Integrity, Inclusion, Education, Respect, Collaboration.

Our Strategic Pillars: Renewal, Quality, Advocacy, Engagement.

In conclusion, I would like to sincerely thank my colleagues on the Management Committee for their support and sincere commitment to TMSG. It is with sadness and gratitude that I thank Grace Dunstan, who is stepping down from the Management Committee at this 2022 AGM. Grace has made a significant contribution to the Management Committee. Thank you, Grace.

I thank the General Manager, Stephanie Naunton, who has led the management team, staff and volunteers with integrity and professionalism, for their ongoing commitment to TMSG. I also thank those people who place their trust in TMSG to assist them to settle in our communities. Your courage and determination inspire us every day.

Cathy O'Toole
President
TMSG Management Committee

AGM 2022

GENERAL MANAGER'S REPORT

What a year!

Upon reflecting for this year's Annual Report, it has officially been one year since I started at TMSG, and what a year it has been.

In the last year, TMSG has been successful for four new tenders! These new services include Head to Health, headspace (consortia), Skilling Queenslanders for Work, and announced just last week, Diverse Workforce Queensland. Our new services support the mental health and wellbeing of our clients and provide much-needed support and pathways for education, training and employment. These new services have seen the TMSG team grow and we will continue to grow with our most recent announcement. It has been a great and very busy year!

This year, TMSG will celebrate our 30th anniversary. This significant milestone has been a time to reflect on where TMSG is currently and where our future will be to ensure we continue to deliver the best client-driven services. The stewardship of those leaders who have come before myself and the team have been a part of the story of success of where TMSG is today - their leadership is beyond measure and is truly appreciated. TMSG currently has clients across North Queensland with our team being experts in supporting clients in rural and remote parts of regional Queensland. Our identity needs to reflect this and allow for our growth. The future is in our current leaders' hands to guarantee continued success, delivery of high-quality services, and growth of support for our diverse clients (refugee background, migrant and culturally and linguistically diverse). The restructure and new name is a vital part of our identity and successful future. This has been a massive undertaking but one that is vital.

Thank-you to all of our funding bodies, partners and donors. TMSG's high quality services could not happen without your generous support and understanding of the importance of our work.

I want to thank and acknowledge the hard work and dedication of the entire TMSG Team. I am truly grateful and thankful to work with such a talented Management Committee. It has been a massive year for the Committee and your support has been greatly appreciated.

Thank-you to all of our managers for their tireless hours in leading and supporting their teams. A huge acknowledgement and thank-you to all of our case managers, program officers and workers for the above and beyond measures they take every day in supporting our wonderful clients. On behalf of all of the TMSG team, we are truly grateful for the passion and work of our volunteers, TMSG couldn't deliver our high level services without you.

It has been a fantastic first year personally for myself in joining the TMSG team. It is an honour to work with our amazing and vibrant communities who place their trust in TMSG.

Sincerely,

Stephanie Naunton

General Manager

Townsville Multicultural Support Group

Townsville Multicultural Support Group Inc.

Treasurer's Report

2021-2022 Financial year

Introduction

This report provides a summary of significant issues affecting the financial viability of TMSG. Matters of accounting and audit are covered in the audit report.

General

For the 2021-22 financial year, TMSG recoded a surplus of \$98,388. TMSG remains solvent with a very healthy balance sheet as at 30 June, 2022 with net assets of \$1,712,309. It must, however, be remembered that those financial reserves are required to provide for:

- a. Cash required for liabilities such as taxation, employee leave and other entitlements.
- b. Unexpended grant income that must be spent on that grant.
- c. Post Covid19 there are many uncertainties and TMSG is pivoting to respond to new programs or needs and it is important that we maintain reserves to allow us to act.

There is one significant debtor, with aged debts of TMSG \$51,339 as at the end of the financial year. There are no other significant, doubtful, or bad debts or liabilities known that affect the financial viability of TMSG.

Humanitarian Settlement Program (HSP)

In the last 'normal' year (2018-19), prior to disruption to refugee flows caused by Covid19, income from the HSP program was 64% of total TMSG income. As such the performance of this program is critical to the financial health of TMSG.

For 2021-22 HSP had reduced to 41% of total income. Despite a small number of arrivals, work under the program continued providing ongoing assistance to newly settled clients. Staff have been very diligent in ensuring claims are made for all chargeable activity.

The reduced proportion of total income is also explained by success in obtaining new programs (notably in the mental health area), increasing and diversifying revenue.

HSP relies on continued arrivals to keep the revenue flowing. Arrivals have recommenced but remain at a low level. Additional arrivals have been promised and with this in mind it is very important to retain the staffing capacity and expertise in TMSG to deal with this when it occurs.

Looking forward

The finances of TMSG are stable and secure at the present time. To secure TMSG into the future, the Management Committee and the TMSG management team is:

- Proposing to transition TMSG to a Company limited by guarantee – a corporate entity appropriate to an organisation of the scale and complexity of TMSG.
- Seeking new programs / revenue opportunities.
- Advocating wherever possible for a return of HSP arrivals to pre-Covid19 levels.

Alan Carpenter
Treasurer

Townsville Multicultural Support Group



Supporters

- Access Community Services Ltd
- Amnesty International Townsville
- Amparo
- Carer Gateways - Wellways
- Centacare Cairns and Townsville
- Chris Blyth
- CityLibraries Townsville
- Community Leaders
- Communities for Children Townsville West
- Crystal Clear PR
- Dr Betty McLellan
- Elders Real Estate Aitkenvale
- Entire Wellbeing Family Law Pathways Network
- Inclusion Support Agency
- Individual community members
- James Cook University
- NQ Domestic Violence Resource Service Inc.
- NQ Ummah Care
- NQ Women's Legal Service
- PCYC Townsville
- Qld Department of Health
- Qld Department of Housing
- Qld Human Rights Commission
- Qld Police Service
- Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT)
- Qld Statewide Tenant Advice & Referral Service (QSTARS)
- Quota Thuringowa
- Red Cross
- Refugee Council of Australia
- Refugee Health Network Qld
- Rent Connect
- Services Australia
- Society of St Vincent De Paul
- Soroptimist International TSV
- St Benedict's Catholic School
- St Margaret Mary's College
- Surf Life Saving Qld
- TAFE North
- Tender Care
- The Smith Family
- The Women's Centre
- TMSG Volunteers and Members
- Townsville Chamber of Commerce
- Townsville City Real Estate Cranbrook
- Townsville Community Legal Service
- Townsville Islamic Society
- Townsville State High School
- Townsville University Hospital
- Umbrella Studio Contemporary Arts
- Volunteering North Qld
- Youth With a Mission

Multicultural Women's Group (MWG) Report (1 July 2021 – 30 June 2022)

The TMSG mission of bringing together people from different cultural and religious backgrounds in the spirit of friendship is continuously maintained by the Multicultural Women's Group (MWG). The women's group is continuously grateful and appreciative of the Queensland Government for their ongoing support to our activities, as part of CAMS Program.

The MWG keeps maintaining the regular activities: playing Indonesian instrument, Angklung, learning new English words, small group discussions based on their native languages (Sango, Somali and Swahili) and their English spoken level, followed by a presentation by each group representative. There were 10 regular sessions successfully held in this period.

The MWG continues to explore the possibility of expanding the activities in terms of variety, building networks, and working in partnerships. A pop-up Friday market, participation in a cooking class and Finger Knitting workshops were added to the regular activities.

Working in partnership with the Food Foundation, Melbourne and Jamie's Ministry of Food Australia, the cooking class was well attended by 14 MWG members and other CALD community members from different countries of birth: Central Republic of Africa, Somalia, Philippines, Indonesia, Afghanistan, South Korea and First Nation; they learned and developed their cooking skills over a five-week course in February and March 2022.

Invited by Dance North, the MWG members (and a few men) enjoyed participating in a Finger Knitting Workshop. The yarns they produced were used by the Dance North dancers as their accessories at the Wayfinder performance in June.

To highlight other important activities as part of developing networks and maintaining networks and partnerships, MWG conducted two visits to the Local Disaster Coordination Centre (October 2021) and to Perc Tucker Gallery (June 2022) and five (5) events to celebrate End of the Year of 2021, International Women's Day and Harmony Day (March 2022), Eid Mubarak (May 2022), and Refugee Week (June 2022).

Eid Mubarak Celebration was the first ever event organised by TMSG – MWG celebrating one of Islam's Holy Days and we invited Townsville Islamic Society to give a speech. The celebration demonstrates our inclusiveness and respect for diversity and celebrates our significant contribution to the increased awareness of our multicultural society. The event will be taking place annually to complement our End of Year Celebration (towards Christmas celebration).

The MWG is an integral part of the CAMS Program which does not exclude men. The MWG supports activities for the wider multicultural community such as Community Fun and Learning Days and empowering forum / workshop. In this period, two Community Fun and Learning Days (December 2021 and May 2022) were successfully held, bringing many valuable and happy interactions between CALD people together with business, employment, study and wellbeing service providers. More than 180 CALD people and their family members attended these Leaning Days.

Two empowering forums and workshops added to our success. The empowerment forum held on November 2021 was aimed at sharing stories of struggle, resilience, and achievements in being a mother and a worker; whereas the empowering workshop held in June 2022 was aimed at empowering CALD people, especially women, interested in setting up their own business with basic business and multimedia skills.

The MWG believes that the significant contribution of volunteers and working in partnerships with community organisations and / or service providers are key success factors in organising the MWG activities and its derivatives.

Big thanks to our key partners: Department of Employment, Small Business and Training, the Food Foundation, Jamie's Ministry of Food Australia, TAFE QLD, the Women's Centre, Local Disaster Coordination Centre, Dance North, Perc Tucker Gallery (and Cath Meharry), Neami National, Head to Health Mental Health Service, JCU Ambassador, Centrelink – Service Australia, Alliance Française de Townsville, TenderCare Disability Services, Amparo Advocacy, Mentally Healthy City, Parent Next – My pathway, Townsville Consulting Services.

Special thanks and appreciation to Townsville City Council for providing us financial support (grant) to cover the catering for the End of the 2021 celebration.

Special thanks also go to dedicated volunteers (including JCU students who did placement at TMSG), especially Jean Dartnall, Cheryl Wells, David Hastings, and to guest speakers especially Dianne Rogers, Penny King, Kumar Sathyanarayana, Yasmin Abukar, Jessica Worrall, Emily Mulroy, and Gerard Byrne, as well as to the Latino and Indian Dancers (Carolina, Anaiz, Jennifer and Geetha) and the Townsville Multicultural Strum and Giggle Group. Last but not least, big appreciations to all of you, the Multicultural Women's Group members. Without your active participation, the sessions would not be successfully held.

Johanna Kodoatie-Cahill
Multicultural Women's Group Coordinator

2021 - 2022 Staff

Anong	Paw Wah	Sandi
Chathuri	Rachel	Shivani
Daoud	Rahila	Sibbo
Emily	Rukiye	Stephanie
Immanuel	Saida	Thelma
Jenny	Samhoun	Tra
Ji-yoen		Yasmin
Johanna		Zhen

Management Committee

2021-2022

President: Cathy O'Toole

Vice President:

Secretary: Ann Roebuck

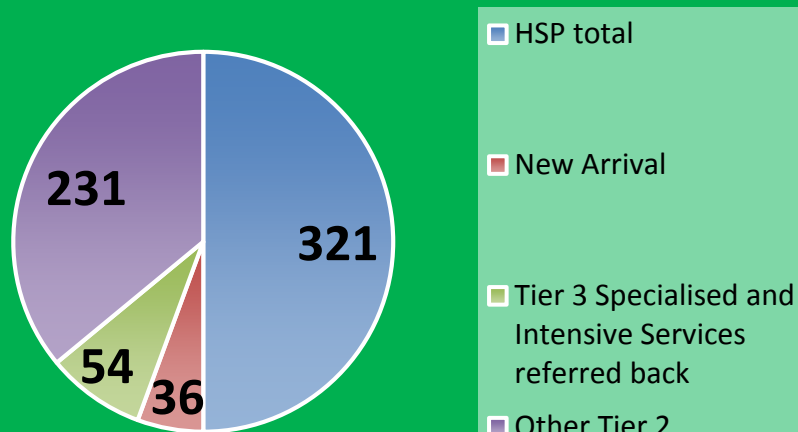
Treasurer: Alan Carpenter

Members:

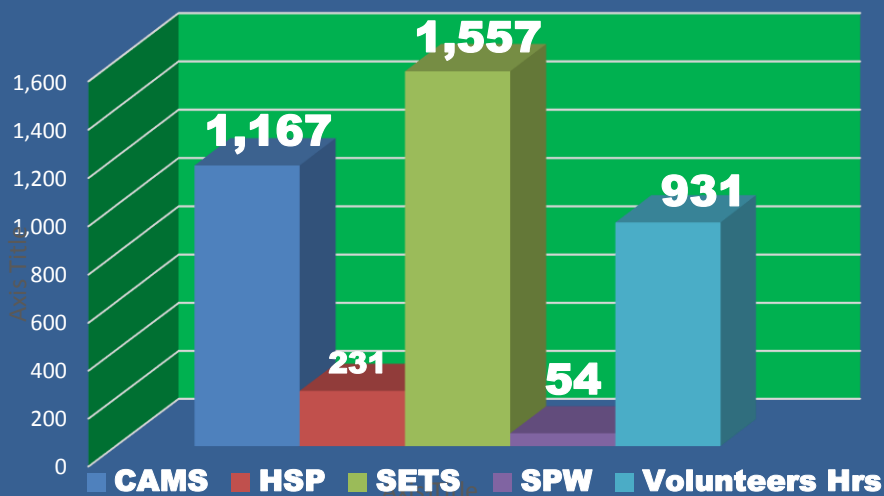
Rachel Montgomery

Dushy Thangiah

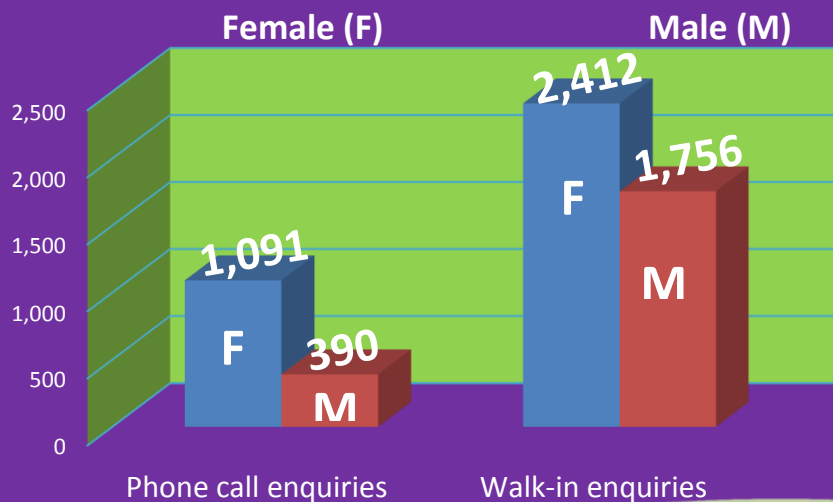
Humanitarian Settlements Entrants in Townsville



Client Number by Key Program



ENQUIRIES



Settlement Engagement and Transition Support (SETS)

Support under the SETS Program continued to be available to clients during the COVID-19 outbreak in the last year. The program has just been extended for another two years, until June 30, 2024. Client services for the previous year have been mainly around facilitating acquisition of English language skills, supporting engagement with education and training, building employment readiness, accessing mainstream services, providing assistance with documents, migration and legal issues, and support with housing and homelessness. There have been a number of group activities to support clients for community capacity building, such as development of leadership and governance skills, linkages to the broader community, interaction with government and local stakeholders, and access to resources and facilities.



SETS currently has 1557 active clients in 586 families. Clients from Democratic Republic of Congo comprises 50 percent of the total clients, 33 percent from Central African Republic, and 5 percent from Somalia. Last year, SETS has assisted 489 individual clients. There were 2571 interactions recoded for the period. The number of clients has continued to decrease due to a significant drop in new arrivals while some clients have exited from the program, moved to different cities, or become independent.

From August 2022, SETS has two full time staff and one-part time: Anong Inthaboualy – SETS Program Manager, Chathuri Weerasekara - SETS Program Officer, and Yasmin Ali Abukar - Part Time Program Officer.

Anong Inthaboualy
Program Manager

Settlement Engagement & Transition Support

Townsville Head To Health Report

Townsville Head to Health is delivered by NEAMI National, in partnership with Townsville Multicultural Support Group, Richmond Fellowship Queensland, Lives Lived Well, and is funded by Northern Queensland Primary Health Network.

The program provides free, safe, welcoming and inclusive mental health and wellbeing support for people in need of

- immediate mental health support for people in distress
- short-term mental health and wellbeing support
- service navigation and helpful, relevant information
- connection and referral for ongoing support.



Townsville Head to Health has two workers - Sibbo Innocent Sengabo who works as a Case Manager, and Emily Mulroy who works as the Community Engagement Worker. Since the beginning of the program, there have been many activities aiming to educate Townsville's local cultural and linguistically diverse communities about mental health with an aim to increase the awareness of the service. These activities include working together with existing programs and other service providers with mental health support being widely promoted through collaboration with the English Conversation Group and Community Fun and Learning Day. While also attending R U OK? Day hosted with Ferros Care, Mentally Healthy Cities, Neami National, Richmond Fellowship QLD, selectability, Workways Australia and Aurora Healthcare. Also, promotion of the program occurred at Townsville India Festival and JCU Market Day to expand our engagement with Townsville's local migrant communities. Additionally, members from the community were invited and supported to visit the Head to Health Centre in Walker Street to learn about the program and services delivered, presented with support from TMSG Bicultural Support Workers for language support. In view of these activities, people have started seeking mental health support which was very difficult before due to various cultural barriers including the stigma attached to accessing mental health. Some members from the community are now actively getting mental health support from the Head to Health program and others are on a waiting list due to the increased demand for limited availability of interpreters for specific languages.

Sibbo Innocent Sengabo
Case Manager, Head To Health



TMSG

Humanitarian Settlement Program (HSP)

The Humanitarian Settlement Program (HSP) supports humanitarian entrants and other eligible visa holders integrate into Australian life. It does this by helping new arrivals build the skills and knowledge they need to become self-reliant and active members of the community. The program has a strong focus on helping clients to learn English, gain employment, access education and training, and secure long-term accommodation. Individuals or families who have complex settlement needs may be eligible to receive assistance under the HSP's [Specialised and Intensive Services](#) (SIS).

Over the last year, HSP received 33 newly arrived refugees from Central African Republic, Democratic Republic of the Congo, Afghanistan, and Ukraine. HSP also provided intensive support for 37 SIS clients who were referred back due to multiple and complex barriers. To refer a person for SIS, please complete the online [SIS Referral Form](#). Alternatively, please contact Tra Nguyen, HSP Manager: tranguyen@tmsg.org.au to discuss referral.

Tra Nguyen, HSP Manager

Rachel Suko & Shivani Gandhari, HSP Case Managers

Sandi Kyaw, HSP Accommodation Officer

Immanuel Ross, HSP Compliance and Claims Officer



Status Resolution Support Services (SRSS):

SRSS is a needs-based program that assists people in the community who are waiting for their claim for refugee status to be resolved and who are experiencing barriers to employment, resolving their immigration status, or returning home. TMSG provides crucial support to people seeking asylum through the Status Resolution Support Services (SRSS) program while their refugee status is being processed. In the last financial year, TMSG supported 1 SRSS client.

Eligibility for SRSS:

- Unlawful and living in the Australian community
- An illegal maritime arrival (IMA) and have lodged a valid Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV) application
- A non-IMA and have lodged a valid protection visa application
- A holder of a Bridging Visa E (BVE)
- Facing significant barriers that are impacting on your ability to resolve your immigration status
- Recently released from immigration detention.

TMSG assists people seeking asylum in determining their program eligibility and applying for the SRSS program. TMSG provides case management to clients on the SRSS program, connecting them to services, as well as assisting clients to transition out of the program.

For enquiries relating to the Status Resolution Support Program, please contact Tra Nguyen, HSP Manager, or email: tranguyen@tmsg.org.au.

Thi Huong Tra Nguyen
Manager
Humanitarian Settlement Program

Townsville Multicultural Support Group Safer Pathways Program For Culturally and Linguistically Diverse (CALD) Women

Overview: The Safer Pathways for CALD women program to enhance the knowledge of human rights and domestic and family domestic violence (FDV) awareness to CALD women.

Eligible: Any women from CALD background and currently living in Townsville and regional Queensland. The program also offers support to CALD women who are currently experiencing or at risk of family and domestic violence or sexual assault to access the relevant service providers and stakeholders in our regional area of North Queensland.

A FDV trauma victim who has historic experience of FDV and sexual assault can also be addressed in the program.

Service delivery:

- Referral to SPW for domestic family violence and sexual abuse support
- Human Rights awareness and training
- Domestic and family violence, and sexual assault awareness training
- Free monthly legal advice at TMSG
- Training on managing and leaving a tenancy when there is domestic violence
- Creation of eight short videos in multiple languages explaining FDV
- Connection to your community, English conversation and supporting your employment pathway!

To find out more please get in touch with Jenny Bowmer, SPW Worker 07 4775 1588. This number is answered outside office hours. Or call Jenny 0404 933 101 who works part-time on Tuesdays, Wednesdays and Fridays. jennybowmer@tmsg.org.au

'Funded by the Australian Government Department of Social Services. Go to www.dss.gov.au for more information.'

Jenny Bowmer
Safer Pathways for CALD Women

Skilling Queenslanders for Work

In August 2022, TMSG received funding from the Skilling Queenslanders for Work Initiative to run the project called "Pathway to Quality Employment for Refugees And Migrants". The project provides no cost for training in 3-months period to give participants a Certificate II in "Skills for Work and Vocational Pathways". In addition, we also provide other supports such as language support, mentoring, job application, employability skills, work experience and job referral to secure them a job after graduation. This special project is to help people from migrant and refugee backgrounds to empower them to be more financially independent and, eventually, to improve their overall wellbeing. During the project, there would be three intakes to support 36 people to learn and get a job. Please reach out to Ly at 0422 860 145 to learn more about the project. Thanks,

Ly Bui
Coordinator
Employment Pathways & Mentor





TMSG

TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.

Inspired by Cultural Diversity

CONTACT:

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