



TMSG

TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.

Annual Report 2022 - 2023





TABLE CONTENT

- President Report
- CEO Report
- Treasurer Report
- Staff and Management Committee Member
- Support and Statistics
- Multicultural Women's Group Report
- Humanitarian Settlement Program
- Settlement, Engagement and Transition Support
- Community Action for a Multicultural Society
- Safer Pathways for Women
- Head to Health
- Diverse Queensland Workforce
- Skilling Queenslanders for Work

PRESIDENT 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 has been one of the busiest years for TMSG where we have prepared and restructured in order to meet the substantial growth and development opportunities of the future.

As members will remember, last year we voted to restructure the company from an incorporated association to a company limited by guarantee and rebrand from Townsville Multicultural Support Group to Unify Intercultural Australia. These changes were necessary to ensure a strong legal structure for the organization, a structure that allows growth and particularly for the name to be inclusive of our footprint across regional Queensland (and not just Townsville centric). This process is well underway with approvals from the departments provided and we await the final approvals from ASIC.

The Board and CEO underwent a Strategic Planning Day, where we set out the organisation's new strategy. Below is the updated strategy:

Strategic Plan

FY2023-FY2024

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

- Launch our new brand
- Celebrate 30 year anniversary
- Position the organisation as a regional leader
- Develop and implement a content marketing program

Quality

- Transition to company limited by guarantee
- Strengthen policies and procedures
- Continue to operate a sustainable organisation
- Invest in growth and sustainability

Advocacy

- Amplify human rights and social inclusion advocacy
- Create respectful, robust debate
- Equip our staff, volunteers and supporters to speak out

Engagement

- Engage with client community to deliver quality services
- Collaborate with national tendering organisations to be their regional Queensland partner
- Develop relationships with business leaders to build our profile and explore fee for service delivery
- Actively bid for new work



I want to acknowledge the hard work of the CEO who has achieved all KPIs and outcomes from this plan with one last development currently underway.

We welcomed a new Board member, Judith Rusoke-Dierich, who brings a wealth of knowledge and experience with her Masters of Social Work Studies and founder of NDIS organization We2Care. Judith has worked as a social worker in refugee settlement, community and inpatient mental health and homelessness, and as a trainer in community services. Welcome Judith!

As you can see from the CEO's report, there has been a substantial growth in services and income, representation of the organization on peak government committees, large media presence, growth in short-term accommodations (vital development during a housing crisis), and, also critical internal policies and protections created to ensure the best services and practices; including a significant update to our IT systems. These upgrades are vital for the protection of staff and client confidentiality.

The Board's focus for this financial year was to support the organization's recent substantial growth with a new building that could adequately support the staff and meet WHS standards. The significant costs in commercial rent meant that it was more cost efficient to purchase. The organization's reserves also allowed for this to be a great opportunity to grow our assets. After many months of analysing markets, developing business cases, and searching, we have found a new home for TMSG/Unify Intercultural Australia: 222-224 Charters Towers Road. This location will allow for us to meet current and future development needs, an immediate ability to make an income by sub-leasing part of the offices, and an electronic billboard, as well as have high visibility on a main road that has easy access for our clients with buses, doctors' surgeries, and St Vincent de Paul's all easily accessible.

It has been an incredibly hectic year with significant growth in services, restructuring, new strategic plans, internal policies, and structures added, and a new home for the organization. All of which puts TMSG in the best possible position for years to come.

In conclusion, I would like to thank my colleagues on the Board. I thank the CEO, 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

CEO REPORT

Another massive year for Townsville Multicultural Support Group, soon to be officially Unify Intercultural Australia. At last year's AGM we asked members to restructure and rebrand TMSG from an incorporated association to Unify Intercultural Australia, a company limited by guarantee. These necessary and vital changes are still awaiting final approval however it has already created a wave of growth and change, signalling to other regions that we are ready to deliver our exceptional services in regions that need our support.

This year has been the busiest year yet, and below are just some of the achievements:

- Successfully tendered and delivered three new services (in addition to Head to Health last year):
 - Diverse Queensland Workforce;
 - Skilling Queenslanders for Work, and;
 - Headspace.
- Tendered and significantly expanded our Settlement, Engagement and Transition Services - this would see TMSG SETS program expand beyond Townsville and deliver across North Queensland and the entire Western Queensland.
- Winner and runners-up of three Queensland State Awards:
 - Winner Multicultural Sector Award;
 - Winner of Mental Health Service Award;
 - Runner-up for Multicultural Minister's Choice Award, and;
 - Finalist at the Regional Training Awards for our new Skilling Queenslanders for Work where a student was also a finalist (congratulations to Fatuma).
- Purchased a new building and home for Unify IA to meet our substantial growth in staff: 222- 224 Charters Towers Road, allowing income streams to also have sub-lease options.
- Together with the Board, developed a new strategic plan.
- Achieved Board's strategic plan within a year- with plans and partnerships already underway to establish catering/food services as a pathway to training and employment.
- Restructured the organisation to include a new position - Operations Manager.

- Increased our cultural advisory roles on peak government committees: Local Disaster Management Committee, Jobs NQ Committee, Inclusive Communities Committee, Townsville Housing & Homelessness Vulnerable Persons Committee, Social Recovery Committee, QLD Multicultural Sector Committee, QLD Strategic Settlement Committee, LGBTIQ Local Alliance, North QLD Mental Health Alliance Committee.
- Established North Queensland's first Multicultural Business Network;
- Hosted the first Multicultural Jobs Expo with Regional Development Australia and DESBT.
- Significantly expanded our short-term accommodation from two to six properties to help overcome the housing crisis.
- The borders reopened and our Humanitarian Settlement Program is welcoming the largest numbers of new arrivals in TMSG's 30-year history.
- Hosted our largest Refugee Week Celebrations together with Tendercare and Aitkenvale School with hundreds of people attending.
- Joined advocacy group Thrive by Five, together with former Premier Jay Weatherall and large NFP.

I also want to acknowledge the new program created by our wonderful Coordinator of Community Development, Johanna, for establishing the eco-enzyme project at TMSG. This project derives from Indonesia and combines sustainability measures to create gardening and household items, and assist in cost of living - great work Johanna!

My sincere thanks go to our funding bodies and partners. Thank-you especially to the President and the Board, and to all the amazing team members. I want to acknowledge our wonderful clients who place their trust in us and whose resilience is an inspiration every day.

Stephanie Naunton
Chief Executive Officer



TREASURER REPORT

TMSG ended the year with a surplus of \$271,775, above the budgeted surplus of \$98,383.

Earned income was \$2,344,482, well above \$1,618,084 in the previous year. The main reasons for the increases are growth in Human Settlement Program (HSP) activity as refugee arrivals recover from the Covid pause, and new employment programs through the diverse Queensland Workforce (DQW) and Skilling Queensland for Work (SQW) programs. There were corresponding increases in expenditure due to this rise in activity, increasing from \$1,533,858 to \$2,197,081.

The Balance Sheet records total equity at \$1,984,084; with gross assets of \$2,305,095 and liabilities of \$321,011, predominantly for employee benefits and trade and other payables.

A significant financial decision taken by the TMSG Management Committee during the 2022-23 financial year was to purchase a building at 222 Charters Towers Road for \$1,450,000. This decision was taken in response to overcrowding in the existing premises and to provide for better client access and an expansion in activity. This purchase is not reflected in the Financial Statements as the purchase was not completed until July 2023.

Alan Carpenter
Treasurer

2022-2023

STAFF

- Anong
- Chathuri
- Emily
- Immanuel
- Jane
- Jenny
- Johanna
- Joyce
- Ly
- Moses
- Rachel
- Rahila
- Rukiye
- Sagar
- Sandi
- Shivani
- Stephanie
- Suren
- Thelma
- Tra
- Yasmin
- Sibbo
- William
- Zhen

MANAGEMENT COMMITTEE

President: Cathy O'Toole

Secretary: Ann Roebuck

Treasurer: Alan Carpenter

Members:

Rachel Montgomery

Dushy Thangiah

SUPPORTERS



Townsville Multicultural Support Group (TMSG) wishes to express our sincere appreciation to the numerous supporters who have contributed to our organisation. This encompasses the invaluable assistance of volunteers, community organisations, and local businesses.

TMSG acknowledges and values all forms of support, whether in the form of material goods, financial donations, volunteer hours, or other forms of assistance. These contributions play a vital role in sustaining our operations and enabling us to continue supporting refugees, migrants, and international students within the Townsville and surrounding communities.

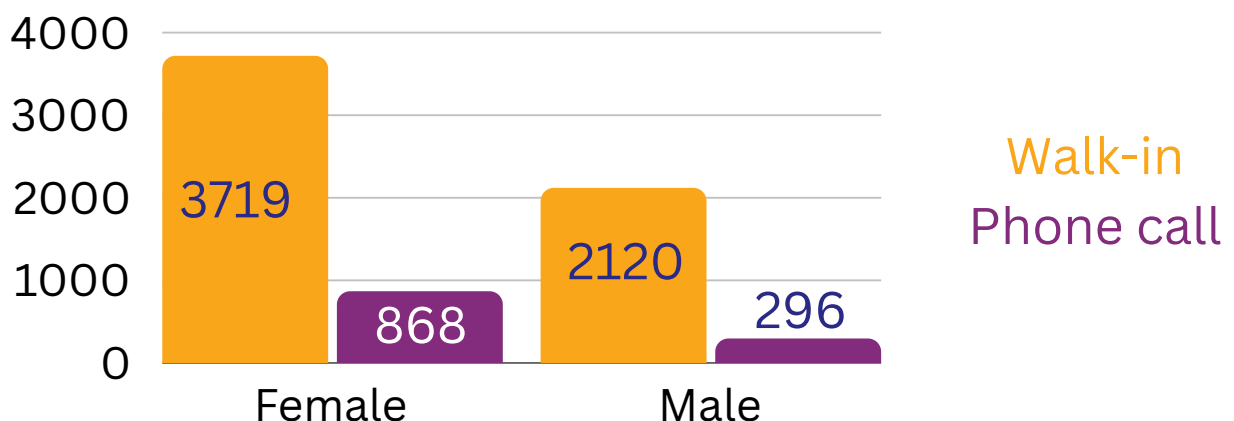


STATISTICS

Number of people supported per program:

- 180** Humanitarian Support Program
- 572** Settlement, Engagement and Transition Support
- 66** Safer Pathways for Women
- 2127** Community Action for Multicultural Society
- 109** Diverse Queensland Workforce
- 36** Skilling Queenslanders for Work

Enquiries



Multicultural Women's Group

The Multicultural Women's Group (MWG) has successfully maintained TMSG's mission of bringing people together from different cultural and religious backgrounds in the spirit of friendship.

In the period 1 July 2022 until 30 June 2023, MWG successfully organised 11 sessions of activities. These included community events (Multicultural Month 2022, End of Year 2022, Harmony 2023, and Eid Mubarak 2023 Celebrations), visits to Local Disaster Coordination Centre (LDCC) and to Head to Health (H2H) Mental Services, and empowering workshops.

In the Multicultural Month Celebration, MWG took the opportunity to acknowledge Krieger Industries Manufacturing (KIM) and Dept. Employment, Small Business and Training (DESBT) for their strong commitment to diversity and inclusivity in their workforce. Since then, the celebration and acknowledgement of organisations upholding values of inclusivity and diversity will be regularly held every year.

Huge thanks to QLD Government for their ongoing financial support to MWG, as part of a multiple year CAMS work plan. Big thanks to Townsville City Council for their financial contribution to the 2022 successful End of Year Celebration. High appreciation goes to all the organisations which are actively involved in our sessions, either as guest speakers or as hosts of the sessions.

Finally, special thanks and appreciation go to volunteers (including students and staff) and all MWG gathering participants who significantly contributed to the success of our activities. Without your attendance and support, the MWG would not be such a success.



Humanitarian Settlement Program

Number of clients supported:

180



70 Newly Arrived



57 Specialised and
Intensive Services
(SIS) referred to HSP



53 Existing Client
from previous year

During the 2022-23 financial year, HSP remained a small team led by the Tra Nguyen, HSP Manager. The team consisted of:

- Two full-time Case Managers, Rachel and Shivani,
- Two part-time Accommodation Officers, Sandi and Suren,
- One part-time Claims Officer, Thelma.

In June 2023, the team welcomed Sagar as a full-time Case Manager replacing Shivani who relocated to Victoria to join her partner.

The HSP team is thankful for the support of several support workers, social work students, and volunteers who contributed to the success of settling new arrivals and complex SIS cases under Humanitarian Settlement Program.

New arrivals have been rapidly increasing since mid-2023, and HSP are very much looking forward to providing tremendous support to help refugees settle in Townsville.



Settlement Engagement and Transition Support

During the 2022-23 financial year, SETS provided support to:



162 families.



572 individuals.

with



66.5 hours of volunteer support.



The Settlement, Engagement and Transition Support (SETS) program has seen an increase in support to individuals, due to travel, clients exiting from HSP, service referrals and self referrals. SETS predicts a further increase in client requests for support in the coming years as the five year eligibility is removed, despite visa eligibility remaining unchanged.

Client support has included client community capacity building, development of leadership and governance skills, connection to the broader community, interaction with Government and local stakeholders, homelessness, access to resources, services and facilities and assistance with form filling and personal matters.

throughout the 2022-23 financial year, SETS has delivered five ongoing programs, independently and in partnership with Community Actions for a Multicultural Society and Skilling Queenslanders for Work, including Homework Program, After School Drop-in, Study Assist, Job Ready Workshop and English Conversations. These activities aim to facilitate acquisition of English language skills, engagement with education and training, community participation and building employment readiness.

The SETS team comprised of two full-time and one part-time staff members: Anong Inthaboulay, SETS Program Manager, Chathuri Weerassekera, SETS Program Officer and Yasmin Ali Abukar, Part-time Program Officer.

The majority of clients assisted are from Central African Republic and Democratic Republic of Congo, Somali with ten percent from Chad, Afghanistan, Tanzania, Burundi, Rwanda, Uganda, Zambia, Kenya, Ethiopia, Malawi, Namibia, Bhutan, Guinea, Myanmar, Thailand, and India.



45% from Central African Republic



40% from Democratic Republic of Congo



5% from Somalia

Community Action for a Multicultural Society

31

English Conversation Sessions

Multi-language conversations included English, Sango, French, Somali, Swahili, Kinyarwanda and Arabic.

11

Multicultural Women's Group

Gatherings of Multicultural Women.

2

Community Fun and Learning Day

Connecting CALD people with service providers. Attendees included CALD stay at home parents and CALD people living with a disability.

20

Handicraft Workshops & Sewing Group

Connecting CALD communities with limited English to the general community, aiming to improve self-care and mental wellbeing.

2

Empowering Workshops

Held in November 2022 and May 2023. Workshops aimed to improve public speaking and business skills including using social media wisely.

46

Job Ready Workshops

Support to develop resumes, improve interview skills and literacy levels, apply for a Tax File Number and complete employment inductions. Support provided pre-recruitment and post-recruitment.

53

Gardening Activities

Introduction to Eco Enzymes, an organic fertiliser aiming to reduce methane gas produced from scrapped fruit and vegetables.

5

Community Engagement

Stall at R U OK Day, Multicultural Expo, Disaster Ready Day, India Festival, and Filipino Festival.



CAMS continues to maintain its objective of connecting CALD communities with services, professionals, and the wider Townsville community. The program promotes social connections for CALD communities leading to economic participation such as study, traineeships, employment and business opportunities.

A huge thank you to all TMSG networks, organisations, volunteers and participants who were actively involved in our CAMS activities.

Safer Pathways Program

For Culturally and Linguistically Diverse (CALD) Women

The Safer Pathways for Culturally and Linguistically Diverse (CALD) Women Program (SPW) aims to educate women from refugee and migrant backgrounds, as well as the broader community, about Domestic and Family Violence and Sexual Assault. This includes support for individuals as well as how to assist others who may be experiencing domestic and family violence and/or sexual assault. SPW offers an intake service creating a bridge between clients and external support services, including QLD Police, legal services, the courts, DFV support services, housing services and more.



26 CALD women and
40 children were
provided support.

19

Information sessions including
topics such as, Human Rights,
Life Skills Training, Tenancy
and Elder Abuse.

SPW supported and 26 women and their children from:



Afghanistan



China



India



Burundi



Democratic Republic
Congo



Papua New Guinea



Central African
Republic



Fiji



Philippines



Sudan



Ukraine

10

Volunteers provided
assistance.

61

Free legal advice
appointments.

8

DFV education videos
produced in language.

Townsville Head To Health

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

Working in the Townsville Head to Health program, Sibbo and Joyce have held many activities aimed at educating Townsville's local cultural and linguistically diverse communities about mental health and wellbeing.

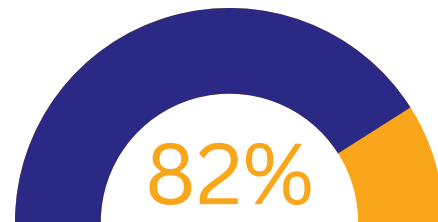
Diverse Queensland Workforce

The TMSG Intercultural Employment and Business Hub is proudly funded by the Queensland Government Diverse Queensland Workforce program. This program supports work-ready migrants, refugees, and international students at no cost, providing connection to information, workshops, access to further education pathways, work experience and to gain meaningful employment.

The Hub co-hosted the first Townsville Multicultural Jobs Expo in partnership with Regional Development Australia. The expo included key organisations and Government departments such as Department of Youth Justice, Employment, Small Business and Training, Department of Multicultural Affairs, Workforce Australia, TAFE Qld and Services Australia. An exceptional 115 culturally and linguistically diverse Townsville job seekers attended to engage with a range of industries including retail, hospitality, disability, aged care, manufacturing and Townsville City Council.



109 out of 110 enrolled participants.

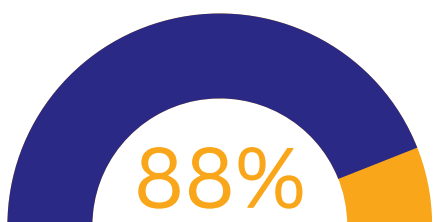
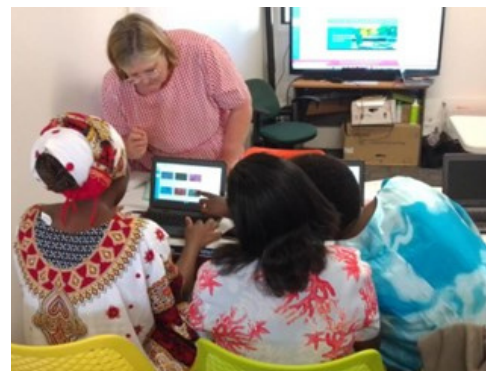


Participants achieved employment outcomes.

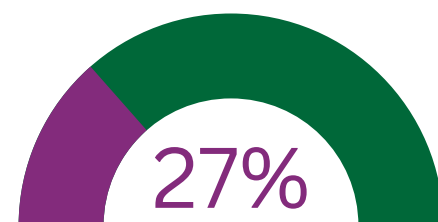
Skilling Queenslanders for Work

TMSG's Pathway to Quality Employment for Refugees and Migrants program, is funded under the Skilling Queenslanders for Work initiative. TMSG in partnership with an Registered Training Provider (RTO) delivers a Certificate II in Skills for Work and Vocational Pathways for people from migrant and refugee backgrounds. The program supports participants to build and strengthen the required skills to access employment and/or further education in Australia.

The program coordinator provides one on one support to each participant to pursue meaningful employment and in some cases further education. Offering a unique and excellent opportunity for migrants and refugees, this program increases confidence levels, communication skills and essential skills to access employment. It represents a great stepping stone towards independence and social inclusion.



Completion of Certificate II in Skills for Work and Vocational Pathways



Employment Outcomes as at 30.6.2023
Additional outcomes post EOFY



TMSG

TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.

www.tmsg.org.au

admin@tmsg.org.au

63 Ross River Road, Mundingburra Q 4812

07 4775 1588