

ANNUAL REPORT 2021 - 2022



MRC Tas acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea, and community. We pay our respects to them and their cultures, and to elders both past and present.

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Our Patron:

Her Excellency Professor the Honourable
Barbara Baker AC, Governor of Tasmania.





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About Us

Who we are

Migrant Resource Centre Tasmania (MRC Tas) is a statewide not-for-profit organisation that provides effective, targeted, and meaningful services to people from culturally and linguistically diverse (CALD) communities.

MRC Tas has been supporting Tasmanians from migrant and refugee backgrounds to settle, participate in the community, live a fulfilling life, and reach their potential since 1979.

Our vision is for an equitable, just, culturally diverse, and inclusive society.

Our mission is to support and encourage culturally diverse community members to reach their potential.

Our Values

Our core values guide our work. They are:

- Centred on people, focused on outcomes
- Culturally respectful communities
- Interconnected systems of support
- Developing and growing
- A human rights framework



What we do

MRC Tas offers a wide range of specialised services and projects to build the skills, knowledge, and capacity of CALD community members so they can live well and thrive in Tasmanian society. These include:

- Humanitarian and migrant settlement
- Capacity building
- Community development
- Counselling and mental health support
- Employment and education support
- Individual and group case management
- Health and life skills programs and services
- Social Food Enterprise
- Support for older people and people with a disability and their carers
- Support for young people



Who we work with

MRC Tas works with Tasmanian multicultural community members from over 65 countries and supports both temporary and permanent residents. People connect with our services at all stages of life, including children, youth and older people.

Arezo

Arezo is a young leader in the local Hazara community in Southern Tasmania. She arrived in Australia from Iran in 2015 with a mix of emotions. Getting involved in Multicultural Youth Tasmania programs, group sports like soccer and badminton, hanging out with friends and getting involved in advocacy work have all helped Arezo feel more settled in Tasmania. She encourages others to “make connections with people. Don’t be scared about anything and find a hobby.”

Nar

Nar is a Bhutanese Australian who arrived in Tasmania as a refugee nine years ago. Nar enjoys attending the Bhutanese Elders Group at MRC Tas, where he goes every Thursday to connect with people from his local community. He recalls his best day in Tasmania was receiving his Australian citizenship. “When I got my Australian citizenship, I felt like Australia accepted me.”

Abebea

You’ll find Abebea cooking amazing meals at the MRC Tas Social Enterprise Kitchen. She arrived in Tasmania from Eritrea via Sudan in 2017 and

is a graduate of our hospitality work experience program. Abebea is now employed in the Kitchen and loves to share her traditional food with others. “I like to cook food from other countries and share my food from my country.”

Dhan Maya

Struggling with backpain and feelings of isolation, Dhan Maya started attending the Phoenix Centre’s Friday Village Group. The sessions have given her a chance to leave the house and get her mind off her pain, connect with other people, try new activities, and learn new things. “I am very happy to come to MRC Tas. It’s nice to catch up with friends and is a learning experience. I have never painted before. I have been learning about different colours – I like the pink colour. Coming to Australia is very different and to be learning so many things has made a big impact on my life. I really really love it.”

Karen

Karen came to Australia in 2019 as an international student. Her first jobs included dishwasher and cleaner, however her goal was to find work as a Biomedical Engineer, which was her profession in Colombia. Karen connected with MRC Tas for employment support, and just two months later was successful for a job as a Perioperative Technician at the Royal Hobart Hospital. Karen’s new position gives her the networks and motivation she needs to keep improving her skills and work towards employment as a Biomedical Engineer in Australia. “I appreciate the support provided by MRC Tas as it gave me the confidence that I needed to look for a job in my professional field.”

Our Year



We work with people who originate from over 65 countries and speak 55 languages.

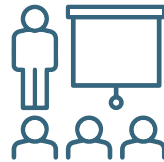
Countries of Origin: Afghanistan, Albania, Argentina, Australia, Austria, Bangladesh, Bhutan, Brazil, Burundi, Canada, Chile, China, Colombia, Congo, Congo DR, Croatia, Egypt, El Salvador, Eritrea, Ethiopia, Fiji, Finland, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Iran, Iraq, Italy, Jamaica, Japan, Jordan, Kenya, Lebanon, Macau, Malaysia, Mexico, Myanmar, Nepal, Netherlands, New Zealand, Pakistan, Philippines, Poland, Rwanda, Sierra Leone, Singapore, Solomon Islands, Somalia, South Sudan, Sri Lanka, Sudan, Syrian Arab Rep., Tanzania, Thailand, Turkey, Uganda, Ukraine, United Kingdom, United States, Vietnam, Yugoslavia, Zimbabwe

After English the most common languages spoken in Tasmania are Mandarin (1.5%), Nepali (1.3%), Punjabi (0.5%) and Spanish (0.3%).



Volunteers contributed 3,983 hours of their time to support MRC Tas and its clients.

We would like to thank our volunteers for the gift of giving time and skills to help make a difference in the Tasmanian community.



Individual Client Sessions: 13,031 Workshops, activities and Social Support Groups: 801

With the borders reopening at the end of 2021, MRC Tas took measures to ensure group activities were COVID safe.

Visit the MRC Tas website events calendar to view upcoming activities: mrc-tas.org.au/events



Migrant Network Tasmania supported 667 members on LinkedIn and 481 members on Facebook and held 9 meet-ups online and in-person.

Hosted by MRC Tas, the Migrant Network supports skilled migrants to connect with each other, develop their professional networks, and learn from one another. Through a combination of monthly Meet Ups, social media networking and Reference Group projects, the Migrant Network Tasmania aims to help migrants reach their potential in Tasmania.

Specifically, the Migrant Network Tasmania works to:

- Invite newcomers to connect with the rich social, cultural and professional capital of Tasmanians.
- Invite local professionals to support culturally diverse workers to reach their potential at work.
- Champion equitable, just, culturally diverse and inclusive workplaces.

migrantnetworktas.org.au



902 individual bookings for bicultural worker support between August 2021 and June 2022.

MRC Tas employs 33 bicultural workers representing 15 different cultures.

Languages represented by Bicultural Workers:

Oromo, Arabic, Amharic, Cantonese, Farsi, Hindi, Japanese, Karen, Nepali, Burmese, Serbian, Spanish, Tigrinya

MRC Tas is proud to foster a culturally and linguistically diverse workforce, with many staff and volunteers identifying as multilingual.



Tasmanian multicultural community members shared their delicious, authentic and healthy recipes as part of the 'Multicultural Kitchen: a recipe for success' project.

The recipes have been captured on video so viewers can easily follow along and learn from the comfort of their own kitchen. To access the recipes, please visit socialenterprisefood.mrctas.org.au/recipes

This project was funded by the Healthy Tasmania Fund through the Tasmanian Government.



A Client Needs Survey was conducted among existing clients from October 2021 to January 2022 with a total of 167 responses.

Survey results indicate that the issues most important to our clients are: English language skills, housing, employment and transport.

When asked what their main goals for the next 5 years were, close to 20% responded 'buying a house'.

Other common goals include:

33%: Finding or improving job opportunities for themselves or children

20%: Improving English

11%: Staying healthy, looking after health (mostly older age groups)

MRC Tas will use this needs assessment to guide future program design and staffing to ensure we are meeting the needs of our clients.



Clients were incentivised to participate in the survey by going into the draw to win a prize.

CEO Report

The 2021-2022 year has been challenging, inspiring and rewarding. We have overcome internal and external change and disruption, including the wide-ranging impact of COVID-19 and crises in several parts of the globe.

We have strengthened our understanding and connection with the individuals and communities with whom we work, which has culminated in the delivery of enhanced services that are more targeted, client-centred, culturally appropriate and outcomes focussed. Our services address needs and enable the individuals and communities we work with to continue on their pathway of growth and development. This is not by chance, but rather the result of strong relationship building, deep knowledge and understanding, skill and determination to make an impact.

A recent 'needs analysis' process has led to more targeted program delivery. Our strengthened focus on identifying, understanding and documenting the complexity of client needs has provided a sound evidence base for future programming and partnerships. As we approach the conclusion of our current strategic plan, it will also help inform our future direction and strategic priorities.

Our statewide reach has strengthened with a broader range of services delivered from our three sites in the Launceston and Glenorchy municipalities, as well as outreach to other parts of Tasmania. Following the recommencement of arrivals under the Humanitarian Settlement Program, our Multicultural Accommodation and Learning Centre has been instrumental in providing on-arrival temporary accommodation for our new community members. Although we continue to struggle with the critically short supply of housing in Tasmania, we are grateful for the opportunities the Accommodation and Learning Centre provides and look forward to furthering development of the site.



Dr Gillian Long, Chief Executive Officer

We continue to provide expert insight into Government policy at State and Federal levels and work closely with peak bodies to ensure their advocacy reflects the needs of members of Tasmanian multicultural communities. We have expanded and strengthened our external training and have welcomed a rapid increase in demand for the delivery of high-quality training to staff across a broad range of government departments, businesses and community sector organisations. The efforts within the sector to embed cultural competency and build capacity to better engage with our communities signals a commitment to diversity and inclusion for a multicultural Tasmania.

New partnerships and collaborations have been formed in both the South and the North, broadening the reach of our work. Our collaboration with the Tasmanian Government for the highly successful delivery of a series of COVID-19 vaccination clinics, which resulted in the double vaccination of over 160 highly vulnerable community members, is an excellent example of what we can achieve through collaboration.



Commencing in the role as Chief Executive Officer has provided a unique opportunity to continue my longstanding commitment to MRC Tas and lead a client-centred, culturally appropriate, values-based organisation that delivers services to improve the lives of individuals and communities. I am very proud and excited to be leading our passionate team. I am looking forward to strengthening relationships with communities, partners, government and other stakeholders as we continue to build the capacity of MRC Tas to make a positive impact on the lives of the people and communities we work with.

I would like to acknowledge the work of outgoing CEO Alison O'Neill, who concluded her position with MRC Tas in October 2021. I would like to also warmly acknowledge the work of the Chairperson, Sonia Caton and directors of the board. The support and guidance provided by the board has been invaluable during this period of significant change as we establish new ways of working and embrace future challenges and opportunities.

The fact that we have been able to achieve so much over the 2021-2022 year is testament to our exceptionally hard working, innovative, adaptable and collaborative team of staff and volunteers. My heartfelt thanks go to every staff member, volunteer and supporter of MRC Tas. Your efforts have ensured that despite being an extraordinary year on many levels, we have continued to make outstanding progress towards our mission to support and encourage culturally diverse community members to reach their potential.

Dr Gillian Long
Chief Executive Officer

Chair Report

With the long-awaited re-opening of international borders in late 2021, MRC Tas was able to once again welcome and assist with the resettlement of newly arrived family members and others found to have experienced persecution via the Humanitarian Settlement Program.

This essential service, delivered across the state, resumed relatively smoothly despite acute housing stock shortages and other COVID-related challenges. It has been particularly heartening to see the Multicultural Accommodation and Learning Centre located at Goodwood operating as envisioned. Those arriving on humanitarian visas have been provided with short-term accommodation and have given extremely positive feedback as to the strength of new friendships and connections formed at the Centre.

The board was delighted to appoint Dr Gillian Long to the position of Chief Executive Officer. She brings extensive knowledge and experience of the sector, recognised nationally, along with an exceptional ability to bring people together, among many other attributes.

The board has supported a re-structure of the organisation that is forward focussed with strategic investments in staffing. Immediate impacts are being realised in new project and partnership opportunities, deeper community engagement and improved accountability in service delivery.

A process of strategic review is commencing shortly and the board anticipates a revitalised, outward facing strategic plan with the empowerment of our refugee and migrant communities at its heart.

Financially, a strong balance sheet position allowed MRC Tas to navigate through the disruptions caused by the pandemic over the past two years. However, the current inflationary environment is posing challenges for the organisation. For some programs the cost of service provisions are trending towards exceeding agreed contract remuneration provisions.



Sonia Caton, Chairperson

Together with the board, I would like to thank management, the wonderful staff and volunteers for their professionalism, dedication and commitment to MRC Tas. Each day they bring generosity and understanding to the work they do. It is through their commitment that so many individuals and emerging communities have gained essential skills and confidence upon which to build futures.

To our many partners and supporters, we look forward to continuing and deepening ties, and bringing forward innovative and exciting new projects and collaborations over the next 12 months. Many thanks for your continued support.

Finally, the board has worked exceptionally hard in the last 12 months and I thank them for their commitment and support, especially given pandemic related matters that required extra attention. I would like to acknowledge the enormous contribution made by our outgoing Chair Nick Bedding and board members Jeanette Banks, Manoj Nair, Phaeton Stough and Wendy Heatley. They leave an enduring legacy in positioning the MRC Tas as the leading service provider to migrant communities in this State.

Sonia Caton
Chair

Responding to Community Need

It has been a demanding year for many Tasmanians, and the impacts of global crises continue to be felt within our community. Throughout the year, MRC Tas has worked to ensure that Tasmanians from migrant and refugee backgrounds are appropriately supported. We recognise that our diverse communities have distinct needs, and we have responded to these needs by offering targeted and culturally appropriate services.

August 2021 saw Tasmania's Afghan and Hazara communities face uncertainty as family members were displaced or fled their homes amid the crisis in Afghanistan. With the help of the Tasmanian Government and generous donors, MRC Tas was able to provide Afghan and Hazara men, women and children with meaningful support.

Additional services, including crisis response counselling, were offered to Afghan and Hazara communities. In collaboration with the Tasmanian Refugee Legal Service (TRLS), MRC Tas was able to help over 105 community members attend information sessions, fill out visa application forms and start the process of reunification with their family members. MRC Tas also provided a wide range of support and services to 170 clients by adapting existing services and temporarily introducing new ones.

The mental health of young people from Afghan and Hazara communities was identified as a major concern, and MRC Tas worked closely with the Department of Education to develop a youth mental health response plan to ensure adequate support was available.

In February this year, the humanitarian crisis in Ukraine saw MRC Tas rally once again to support those impacted, providing vital services to Ukrainian arrivals via the Humanitarian Settlement Program, Multicultural Accommodation and Learning Centre and Phoenix Centre.

The Phoenix Centre has seen an increase in the number of people needing culturally appropriate mental health support, largely due to ongoing geopolitical conflicts in Afghanistan, Ukraine and Ethiopia. We are pleased that we have been able to offer a range of mental health services to support the health and wellbeing of Tasmanian CALD communities in times of need.



With the support of the Tasmanian Government, MRC Tas also continues to offer emergency relief support to temporary visa holders impacted by COVID-19 through the provision of food and fuel vouchers, case management, referral to other services, and funds to help pay for chemist and doctor expenses, rent, mobile phone charges etc.

Thanks to the generosity of donors, MRC Tas is able to respond to the changing needs of communities. If you would like to support our work, please visit mrctas.org.au/donate

Our Impact

Phoenix Centre

Providing culturally appropriate mental health support to individuals and communities.

The Phoenix Centre is a specialist mental health service that provides therapeutic and individual mental health and wellbeing support, mental health promotion, prevention, and early intervention. It also provides capacity building activities to people from a culturally and linguistically diverse (CALD) background including specialist support for survivors of torture and other traumatic experiences and their communities. Support includes counselling, psycho educational group work and community development activities.

Our service operates from an integrated trauma recovery framework, including the aim to resolve the detrimental impacts of exposure to systemic violence and loss, persecution, perpetration of human rights violations and forced displacement.

The Phoenix Centre also provides training to mainstream service providers to improve their capacity to work effectively with people with a CALD background and specialist training to support people who have experienced trauma. Our services are delivered in both the north and south of the state.

The Phoenix Centre is a member of FASSTT (Forum of Australian Services for Survivors of Torture and Trauma), a network of eight agencies that work with survivors of torture and trauma and collaborate to build capacity across Australia.

Our services are free, confidential, supportive, culturally sensitive, flexible, client-centred, and use a range of approaches and interventions.

Agency Champions

During the year, the Phoenix Centre delivered a program called Agency Champions to support services in Tasmania to strengthen their practices in assisting people from a CALD background. The program engaged representatives (Agency Champions) from a range of services and provided support across six months, including training, agency planning, a community of practice (CoP) and one-to-one mentoring.

The program received positive interest from a diverse range of services across Tasmania and engaged 13 Agency Champions. They identified individual goals for their service to work towards with the support of the program.

Participating organisations reported increased use and understanding of interpreters, increased knowledge of local communities, increased understanding of strategies to improve service accessibility, improved cultural competency and understanding and application of cultural humility, and increased confidence and application of holding conversations within their organisation.

“It has been encouraging to see the number of organisations involved in the Agency Champions program reach out for training for staff in their organisation. This shows how much they have valued their learning, and their commitment to improve their organisation’s responsiveness to CALD communities.”

Lead trainer, MRC Tas



Launceston Women's Group

Women from Afghan and Hazara backgrounds in Launceston identified that they needed positive, engaging, and productive activities to help balance out the heaviness and stress they were experiencing due to the crisis in Afghanistan. In response, the Phoenix Centre commenced a Women's group in early 2022.

Sixteen women participated in the fortnightly sessions, with a focus of improving their knowledge about health rights, parenting in Australia, accessing reproductive health information, skin care, mental health, physical exercises, eating healthy and relationship building. The women participated in activities such as walking in the park, sharing meals while having chats, drumming, dancing, art, and practicing self-compassion. Through the participation of other services such as the Cancer Council and Family Planning, women also expanded their knowledge of supports and services available in Launceston.

The group had a particular focus on acknowledging and sharing experiences and everyone involved contributed to conversations

and learnings. By coming together, many women have reported reduced isolation and have developed new friendships.

“When I go home, I am happy after attending the women group meeting.... I sleep well during that night from the many activities I enjoyed.”

participant

“This has been a wonderful and practical opportunity for our client who only arrived last week and has come from a very traumatic background and hasn't been coping well. It was good for her to learn about ways to self-care and know she is not alone.”

Humanitarian Settlement Program worker



Aged and Community Services

Supporting seniors, carers and younger people with mild disabilities to stay active and connected. Providing culturally appropriate care.

MRC Tas Aged and Community Services assist people to remain living in their home safely, with support to stay independent, active, and engaged in the community. With a focus on mental and physical health, social connections, and physical activity, our case management services cater to individual needs. Our group activities include information sessions, outings, and the chance to meet people from a range of cultural backgrounds.

We help migrant and refugee communities and families to understand and register for:

- The Australian Government's My Aged Care system

- The Tasmanian Government's program for younger persons (aged less than 65 and less than 50 for Aboriginal people) who live in the community whose capacity for independent living is at risk due to an acute health event, moderate function impairment or deterioration of an ongoing condition
- Support services available to carers

We also offer cultural education, strategic advice, information, referral, and assistance to multicultural and mainstream services, including Tasmanian aged care service providers, to improve outcomes for senior community members from a culturally and linguistically diverse background.

Supporting CALD communities to access the Aged Care System

EnCOMPASS is an inclusive statewide service that assists seniors from culturally and linguistically diverse backgrounds, as well as their families and carers, to navigate the aged care system.

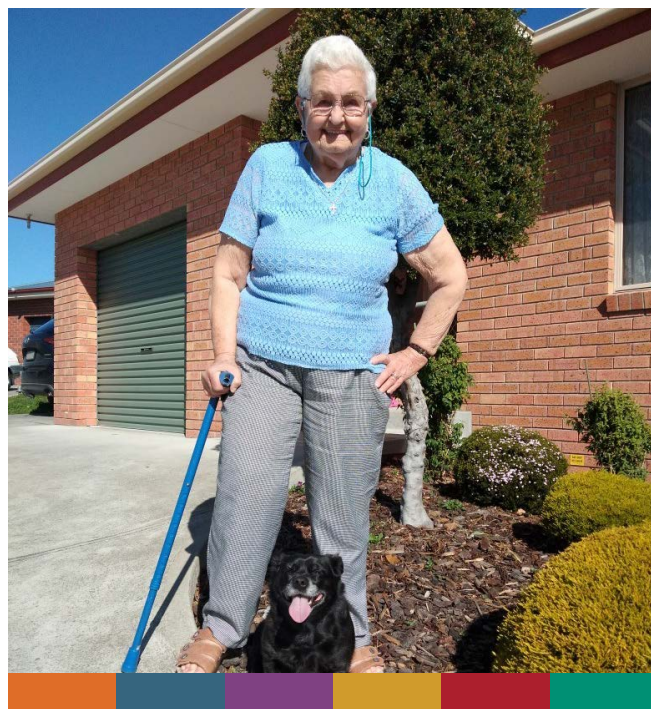
Claudia and Fatima, EnCOMPASS Care Connectors at MRC Tas, ensure their clients forge connections, feel confident to access the services that they need and can participate in the community. This means Claudia and Fatima understand the diverse cultural backgrounds of all clients and tailor communications to make information accessible. Equally important, as Claudia explains, is “making clients feel comfortable and safe by listening and acknowledging their stories and experiences from earlier in their life.”

Claudia and Fatima see the benefits of this assistance for both older individuals and their support network. “The EnCOMPASS program supports both seniors and their families, not just the client, so the impact is felt amongst the whole family.”

Friendship and relationship building are important elements of both Fatima and Claudia's work. “Being a friendly face and connecting clients to services and opportunities for social connection makes a huge difference to their lives.”

“We are so grateful for Fatima and MRC Tasmania helping us on our daily challenges, for example, before Fatima we paid a bill that should only have been \$50 and because we didn't understand the words written in English, we paid \$150. Fatima's help and support is very essential as a Hazaragi support worker is hard to find.”

Fatemeh and Jawad, EnCOMPASS program participants



Supporting older people to stay independent, active, and connected

Meet MRC Tas client Katarina

“My name is Katarina, and my birth country is Croatia. I came to Australia on 13 July 1970. It was a beautiful day at the airport in Sydney; there was a nice blue sky. I said to myself ‘this is going to be my country forever’. I am not going to move from this country, not even when I die. This is my country, and I enjoy my country.”

I found out about MRC Tas because someone in the community saw me at the German Club and said I was in the wrong place. They took me to the MRC Tas Aged & Community Services Social Support Group for the first time and I was very happy, and I still am.

I am happy with MRC Tas and everything MRC Tas can offer to older people. Through my Home Care Package, MRC Tas has helped me with things I need to buy for the house to help me stay at home. I also get help with cleaning, which I have had for seven years. I am happy with the services from MRC Tas.

If I meet someone who doesn't know about MRC Tas, I will tell them. I tell them I have everything I need – I have a good service, good people around me, and that's all I can say. I can't complain.”



Multicultural Youth Tasmania

Supporting multicultural young people to thrive in Tasmania

The Multicultural Youth Tasmania (MYT) program provides targeted services and projects to support young people aged up to 25 years from multicultural backgrounds to reach their full potential and thrive as members of the Tasmanian community.

MYT services work directly with clients, focussing on sport and recreation, education, employment, and wellbeing. Participation in MYT services provide an opportunity for young people to develop a strong sense of belonging and resilience during settlement and beyond. MYT also provides training, support and resources to ensure that the needs of multicultural youth are being met within mainstream services, particularly in the areas of youth, education and community.

Championing diversity and inclusion in Sport and Recreation

Tasmanians come from 177 different countries, with 159 identified languages spoken in Tasmanian homes. As this continues to increase, there is a clear need for organisations to grow and provide opportunities that target culturally and linguistically diverse communities.

During the year, the MYT team delivered Championing Diversity and inclusion in Sport and Recreation Training to provide front line staff and volunteers in the sport and recreation sector with practical advice and tools to foster an inclusive and diverse sports sector.

Presenters include MYT Peer workers, who have a lived experience of migrating to Australia. Participants are provided with an interactive workshop, with exploration and discussion, covering:

- The demographics of multicultural youth in Tasmania
- Addressing barriers to engagement and strategies to support inclusiveness in sporting clubs and organisations.

MYT has enjoyed engaging with sporting organisations such as AFL Tasmania through this training. The team at AFL Tasmania were keen to discuss new ideas to engage culturally diverse communities. With lots of brainstorming and sharing, AFL Tas drew up a list of actions to implement in an effort to encourage diversity and inclusiveness in Tasmanian football.

We are thrilled to assist in developing these action plans and receive commitment from sporting clubs and organisations to engage more communities and provide a more inclusive environment where young people from migrant and refugee backgrounds can thrive.

The training program will continue in 2022/23 through a partnership with Clubs Tasmania.

To enquire about training with MYT, please email youth@mrctas.org.au



Participants reported a 55% increase in awareness of issues facing CALD community members in sporting and recreation activities after completing the training.



MYT Youth Consultation Report

In July 2021, MYT brought together young people from migrant and refugee backgrounds living in northern and southern Tasmania to participate in a statewide multicultural youth consultation. The event presented a unique and valuable opportunity for young people to discuss the key challenges they face settling and living in Tasmania and to make their voices heard.

The consultation was co-designed with young people in the MYT Youth Advisory Group (YAG). The MYT YAG identified key challenges and themes for the consultation and facilitated discussions with participants, supported by MYT Peer Workers and Youth Workers. The chosen issues explored on the day include mental health, employment, discrimination (racism), transport and education and training.

The consultation gave young people the opportunity to offer recommendations to address key challenges. The recommendations offered are

being used to enact positive change and improve the settlement outcomes of multicultural youth in Tasmania.

A Youth Consultation Report has been produced from the findings, and the MYT YAG is working with the Multicultural Youth Advocacy Network (MYAN) and MYT to share the Report with the relevant government sectors and non-government agencies. The Report is being used to inform services and policies relating to young people from migrant and refugee backgrounds.

The report is also guiding and informing the development of new programs at MYT and MRC Tas. MYT will continue to work with the YAG and Peer Workers to ensure the voices of multicultural youth remain central to the MYT program and are amplified in all future programs and advocacy.

Read full Report here:
myt.org.au/our-work-in-the-sector



Settlement Services

Equipping new Tasmanians with knowledge and skills. Building capacity to settle successfully.

MRC Tas Settlement Services equip clients with the skills and confidence needed to address their settlement needs and thrive in daily life. Services focus on social participation, economic wellbeing, independence, personal wellbeing, and community connectedness.

Outcomes are accelerated by determined multicultural communities, a passionate team and the goodwill and generosity of volunteers.

We offer individual, group, and community support, made up of:

Individual settlement services including information and referral, case support, driving program, migration support, and employment and industry projects.

Group settlement services including English and skill groups, information sessions, workshops, and a career networking group.

Community development services including leadership capacity building, emerging community associations, community consultations, and enabling civic participation.

Employment is at the heart of successful settlement

There are many new things to learn and understand upon settling in a new place, including language, culture, public transport systems, schools and laws. Showing resilience and determination, our newest community members seek to make Tasmania home, and employment is consistently recognised as a vital step for successful settlement. At MRC Tas, we understand the needs of our clients and endeavour to provide wrap around support to ensure successful settlement outcomes for new Tasmanians.

Throughout the year, our Settlement Services have offered a variety of employment support programs tailored to individual needs, including Career Coaching, Migrant Network, and Individual Case Management. Programs are designed to help people to:

- Gain confidence
- Understand the hiring and application process in Tasmania
- Establish professional and social networks
- Establish individual goals
- Get referrals to other MRC Tas services and external services

Employment success story: Paola

Paola came to Australia 7 years ago as an international student. She moved to Tasmania to support her pathway to permanent residency. While studying she realised that she had an interest in community services and would love to work in that area. With the support of MRC Tas, Paola was able to find a job in disability support.

“I recently got a job in disability support with Interact Australia. I came to MRC Tas to get help to improve my resume and skills to find a better job. Diana from the Settlement team guided me through the process and invited me to join the Wednesday Career Coaching sessions. It was an excellent opportunity because I got the best advice from a very qualified and professional mentor. I was able to improve my tools and get the job I was looking for.”

Paola, MRC Tas Employment Support Participant



Learn to Drive program: Gaining independence and a world of possibilities

In Tasmania, being able to drive can mean the difference between successfully settling into a new community or finding yourself isolated. That's quite a different story to settling in metropolitan areas, where public transport is more available and affordable.

If you do not have a relative or friend with a full Australian licence themselves, finding someone to help you reach your required 80+ hours of driving before going for a test can be challenging.

The MRC Tas Learn to Drive program helps people from refugee and migrant backgrounds in their first five years of settlement in Australia to gain confidence behind the wheel. The program provides support at each step of the process so participants can get their licence safely and legally.

Program participants can access support to learn and practice English specific to driving and road rules. When ready, participants can then pair up with a volunteer driver mentor to gain practical driving experience in a dedicated MRC Tas learner driver vehicle.

“I have chosen to be a volunteer with the MRC Tas driving program because whilst doing my previous job as a Driver Assessor for the Dept of State Growth, I saw many refugee women in particular failing their driver test due to a number of reasons. Some of these were cultural as they preferred women being in the car with them. Some had language barriers that were made more difficult during their assessment. And some were just not well prepared or were failing on small things such as not doing head checks or not indicating correctly. I wanted to be able to prepare and help them more, but could not do that in the assessor role, so I have chosen to work in a voluntary capacity with MRC Tas instead. Not having a driver's licence creates a huge barrier to participating in work, childcare, social events etc. and I want to make that a bit less of a barrier if I can.”

Ceinwen, MRC Tas Volunteer Driver Mentor

Humanitarian Settlement Program

Helping new arrivals to integrate into Australian life and become self-reliant and active members of the community.

MRC Tas is contracted by the Department of Home Affairs (sub-contracted through AMES Australia) to deliver the Humanitarian Settlement Program (HSP) in Tasmania. The HSP supports humanitarian entrants and other eligible visa holders to 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. Support is provided up to 18 months after arrival to Australia.

The program has a strong focus on helping clients to learn English, gain employment and access education and training. MRC Tas delivers support to clients using an individualised case management approach tailored to their needs, strengths, and goals.

Welcoming new arrivals to Tasmania post COVID-19

With the borders re-opening in early 2022, the HSP is once again receiving new arrivals in Launceston and Hobart. Our clients are from Afghanistan, Myanmar, Ukraine and Ethiopia. Within the last few months, we have welcomed single women as well as big families. Our youngest client is just four months old, and our oldest client is in their nineties. We have also had the pleasure of seeing families reunited, including a young child with their parent and two siblings.

We have had some clients relocate to Sydney and Melbourne due to various reasons, such as a lack of affordable housing, greater employment and educational opportunities, or a lack of connection to their cultural community and place of worship. In an effort to retain people and ensure successful settlement in the state, MRC Tas has been diligently engaging clients and developing strategies to support their understanding of the opportunities available in Tasmania and connect to the local community.



“Finding the (donated) bike outside my cabin was like Christmas for me”

HSP client

Case Study: Supporting a new arrival from Ukraine to settle in Tasmania

*Eva fled Ukraine after the country's invasion by Russia in February 2022. She decided to come to Hobart after connecting with an old friend living here. She was staying at a local hotel when she reached out to the MRC Tas Humanitarian Settlement Program. With her consent, her information was sent to the Department of Home Affairs for HSP support, which was approved within hours. The HSP team provided her with accommodation at the Multicultural Accommodation and Learning Centre where she could stay at no cost for four weeks. She was also provided with immediate services such as mobile phone credit, groceries, food vouchers and basic household goods. She was linked to essential services such as Medicare, the Refugee Health Clinic and TasTAFE where she is currently receiving English language support. The HSP team will continue to support her for the next 12-18 months in her settlement journey, including securing long-term accommodation, referrals to employment pathways and driving education.

Multicultural Accommodation and Learning Centre

Welcoming new arrivals to the local community. Linking multicultural community members to housing, employment, education, and training opportunities.

The Multicultural Accommodation and Learning Centre provides short-term accommodation to newly arrived people from a range of backgrounds. Residents are assisted to:

- Transition to long-term housing
- Access resources and support to help settle in Tasmania and integrate into the local community.

The Centre also delivers learning and community development activities, with a strong focus on building the skills necessary to boost employability such as vocational English, digital skills, personal finance, and health and wellness.

These programs are delivered with language support, if necessary, to ensure those with limited English skills are included. A child-friendly space has been created to enable mothers to learn while caring for their children. The Centre also features a community garden where tenants, volunteers, and community members can come together to grow produce, sow friendships, and experience the therapeutic benefits of gardening.

The Multicultural Accommodation and Learning Centre is looking forward to strengthening partnerships and collaboration with local communities, councils, and aboriginal organisations to support program participants to make connections and improve employment prospects. The program is also looking forward to strengthening corporate volunteering and establishing a migrants-in-business program.



Supporting employment in high-growth industries – Education and Child Care Course

During the year, the Multicultural Learning Program delivered a Pathway to Education and Child Care Course with Lady Gowrie Tasmania. This pre-employment program delivers tailored vocation and play-based style sessions to enable participants to gain the skills and knowledge required to enter a Certificate III qualification in Early Childhood Education and Care.

The course nurtured connection, collaboration, and engagement between participants, children, support workers and facilitators. Participants gained a broader understanding of children's play and learning and the sector, as indicated through a feedback survey and reflective conversation.

“It was very enjoyable and interesting. I have gained a lot of information and experiences to better equip myself to study Childhood Education and Care. Also, we have had a chance to know different people from different countries.”

So far, the course has had great success, with two participants going on to complete a Certificate III in Early Childhood Education and Care. They will also be undertaking a paid traineeship with Lady Gowrie, which will provide them with coaching and mentoring support.

The Multicultural Learning program is funded by the Tasmanian Community Fund.



Social Enterprise Kitchen

**Connecting Community and Food.
Providing a Pathway to Employment.**

As well as serving incredible cuisines from around the world, the MRC Tas Social Enterprise Kitchen supports Tasmanians from migrant and refugee backgrounds through the Hospitality GROW program.

Participants gain paid practical workplace experience, setting them up for further training and employment opportunities in the hospitality industry.

Some program graduates have joined the Kitchen's employed staff, and there's now a strong team of employees and program participants who cook side by side.

The Hospitality GROW program is supported by the Tasmanian Government through the Department for State Growth and delivered in partnership with the Tasmanian Hospitality Association, local hospitality businesses, and the MRC Tas Multicultural Learning Program.

“Through my training placement, I am enjoying learning how to cook food from different countries, including Australian food. I like having the opportunity to chat with customers. Practising English not only helps me to get a job, but also helps me in every aspect of life. It really boosts my confidence”.

Phul, Hospitality GROW Participant

Drop in for lunch or book us for your next event!

Opening Hours: Wednesday – Saturday,
10:00am – 3:00pm

Location: Level G, 1A Anfield Street
Glenorchy

Website: socialenterprisefood.mrctas.org.au

Instagram: @mrctas.catering



Takeaway and Delivery Trial

During March 2022, the Kitchen trialled a new takeaway and delivery service.

A dedicated website was launched to enable online ordering. The trial served as a great opportunity to test out the level of interest in the service and consider which service model was most appropriate. As a result of the trial, the Kitchen has now partnered with UberEATS to offer lunchtime delivery (Wednesday – Saturday, 10am-3pm) to Hobart and surrounding suburbs. The delivery service is a fantastic option for those who work in the city and haven't been able to make it out to Glenorchy for lunch.

“Thank you for letting us take part in the MRC Tas Takeaway & Delivery Service trial. We absolutely enjoyed the Chicken Dorho with rice, Injera and the Baklava was delicious. The spice was nice! Pretty happy with the food and delivery service.”

Frances and Prab from Searson Buck



Our People

Championing diversity and inclusiveness in the workplace

Diversity and Inclusion Working Group

MRC Tas is committed to building an organisational culture of value and respect that celebrates the strengths which arise from diversity. Our vision is for MRC Tas staff, volunteers, and clients from a diverse range of backgrounds to thrive and feel belonging.

MRC Tas has established an internal Diversity and Inclusion Working Group, which provides a forum through which the organisation's diversity and inclusion strategy is developed and actions planned and implemented for improvement of diversity and inclusion across the organisation.

The Diversity and Inclusion Working Group represents a diverse range of staff, with interests across gender, culture and faith, disability and accessibility, age, Aboriginal and Torres Strait Islander peoples, LGBTIQ+, flexibility, family and domestic violence, and mental health. All perspectives on the range of diversity topics are valued and considered.

So far, the group has implemented initiatives including access to gender neutral toilets and a prayer room and has also organised a staff NAIDOC Week celebration, and look forward to implementing more inclusive initiatives in 2022-2023.



Providing opportunities for career progression

Sweta arrived in Melbourne from Shillong, a small town in northeast India in 2015. She had been studying accounting and business subjects from a young age. By the time she finished her first semester of her master's degree she realised it was not for her and decided to try something totally different. Sweta developed an interest in working in community services, which brought her to Tasmania,

"When I came to Tasmania, I started studying community services and looking into organisations where I could do volunteer work. I was keen to gain some experience, get to know the local culture, and the communities here, and one of my friends told me about MRC Tas. I thought it was a perfect match as I can speak Nepali, Hindi, and Bengali," Sweta said.

She commenced a Student Placement with the MRC Tas Settlement Services team, where she had the opportunity to gain hands-on experience, "I really enjoyed the work I was doing, and I love the staff here at MRC Tas. I felt that it was such a welcoming place."

Upon completion of her placement, Sweta knew that she had finally found her purpose and what she wanted to do as a career. While looking for a full time job in the industry she decided to continue as a volunteer with MRC Tas, as it provided her with the perfect opportunity to learn and grow.

Sweta's dedication, enthusiasm and hard work was extremely valued by the team, and it wasn't long before Sweta was offered paid employment at MRC Tas as a Settlement Support Worker.



Our Volunteers

Meaningful engagement through volunteering

Volunteering connects communities and brings together people from different walks of life. MRC Tas provides a range of volunteering opportunities across the organisation. We are proud to host a diverse volunteer workforce that have contributed 3,983 hours of support during 2021-2022. We would like to thank our volunteers past and present for their valuable contributions, passion, and energy.

Meet our volunteers

Kirsten

When Kirsten first contacted MRC Tas about volunteering, she expressed a strong interest in working with and supporting people, and she didn't mind how that might happen; she said she was willing to have a go at anything. Since day one, she has stepped in and volunteered across different programs as needed, especially during the initial stages of the COVID-19 pandemic when volunteering was limited.

Currently, Kirsten volunteers mainly within the Humanitarian Settlement Program (HSP). She supports the program by producing Welcome Packs for new arrivals, as well as assisting with documentation and administration. "Supporting the HSP Team in serving the newest members of our community by way of tangible programs and projects is like food for my soul," she said. Choosing just one favourite volunteering memory is difficult – "Overall, it is simply being in the MRC Tas environment."

Kirsten has now started a Diploma of Community Services to further develop her skills and move towards a career in community services.



Peter

Peter began volunteering with MRC Tas three years ago after he retired from teaching. He has contributed to the organisation in many ways, including teaching people to drive, supporting people in conversation classes and helping young people with homework at youth drop-in.

Working as a volunteer with MRC Tas means heart-warming, positive stories are never in short supply. When deciding on his favourite memory, Peter said "there's not just one." Instead, memories are made "every time someone passes their driving test" because he knows what a huge difference this will make in the lives of each and every one of the people he supports. Without people like Peter, many of these positive stories would not be possible. Getting to know the people he works with is where Peter finds real enjoyment. "I just love working with people from lots of different countries."



Our Commitment to Service Excellence

Amplifying our impact for communities and stakeholders

MRC Tas strives to deliver quality programs by gathering evidence and data, streamlining our evaluation processes and practices, and managing external requests for research and research partnerships.

This year, a key focus has been to solidify our approach to impact and outcomes measurement, including developing a Theory of Change for the organisation, which provides a 'road map' for how our programs can affect change towards achieving our strategic goals and vision. Having a clear theory of change and outcomes framework will ensure that MRC Tas can demonstrate its impact to funders and stakeholders, as well as ensure programs continue to serve client need.

MRC Tas also rolled out a large client needs survey, which will form the basis for an annual evaluation of the client voice to further ensure that program design and staffing is well aligned to the needs of our clients. This key stakeholder voice also provided important input into the impact framework.

Training

Fostering a responsive and culturally inclusive Tasmania

MRC Tas delivers training to a broad range of businesses, organisations, community groups and individuals who are interested in understanding how to increase their awareness of cultural diversity and capacity to provide support to people from migrant and refugee backgrounds. MRC Tas bicultural workers contribute immensely to the success of our training.

Following the disruptions to face-to-face delivery brought by COVID-19, our training program has undergone a significant expansion in 2021-2022. In addition to the regular calendar of training offered at our premises, requests to develop tailored training packages have increased significantly. MRC Tas has delivered training to a range of Tasmanian organisations including the Royal Hobart Hospital, Keystone, Paraquad Association, and Baptcare.

Department of Justice Pilot Program

During the year MRC Tas ran a pilot program with the Department of Justice to deliver whole-of-organisation training in Cultural Competency, Unconscious bias, and Trauma-aware and Trauma-informed practice. Since February 2022, MRC Tas has delivered 20 sessions to TPS Correctional officers, staff from the Magistrates Court, Supreme Court, Judiciary, and community corrections. We have been excited to deliver the unconscious bias trainings in partnership with Social Change expert, Erfan Daliri, from Kind Enterprises.

After the pilot program is finalised and reviewed, it is intended that this training will be continued to all Department of Justice employees and become a core part of learning and development at the department.

Participants have provided feedback that they value the opportunity to develop their cultural awareness and have frank and open discussions with our trainers from migrant and refugee backgrounds.

Our core training packages:

Below are some of our most popular training packages. We can provide individually customised packages and training content according to agency need.

Cultural Competency Training

This training provides the foundational knowledge and understanding needed to work effectively with people from diverse cultural and linguistic backgrounds.

- Understand settlement challenges for people from migrant and refugee backgrounds
- Understand impact of culture on behaviour and values
- Recognise and counter the impact of unconscious bias
- Develop strategies for effective and respectful cross-cultural communication

Working with Interpreters

This training provides participants with the understanding, knowledge and skills required to work with interpreters when providing services to people who do not speak English well or at all.

- Understand the role and responsibilities of interpreters
- Develop confidence in using interpreters
- Recognise the impact of confidentiality, privacy, and miscommunication
- Develop effective strategies such as the teach back method.

Workplace Cultural Competency

This training focuses on cultural competency in the workplace.

- Understand the benefits of diversity in the workforce
- Understand impact of culture on behaviour and values
- Recognise and counter the impact of unconscious bias
- Identify challenges of Australian workplace culture from cross-cultural perspectives

Trauma-Informed Practice

This session provides key knowledge and skills for therapeutic and non-therapeutic workers on working with people with a background of trauma, with particular focus on refugee experience.

- Understand the Impact of trauma on behaviour, nervous system and the brain
- Identify impact of culture on understanding and experience of trauma and mental health
- Develop strategies for trauma-informed practice
- Understand the trauma recovery framework

National Youth Settlement Framework

Focuses on young people aged 15 to 25 years of age. It is delivered by staff from our Multicultural Youth Tasmania (MYT) Program and young people from the MYT Youth Advisory Group who have a lived experience of migrating to Australia. This is an interactive workshop, with exploration and discussion of case studies, and application of practical guides and resources. Participants receive a copy of the Multicultural Youth Advocacy Network (MYAN) National Youth Settlement Framework.

For more information and to enquire about training, please visit mrctas.org.au/training or email training@mrctas.org.au

Our Partnerships and Collaborations

Our ability to support clients is enhanced by our many valued partnerships and collaborations. Featured below are two highlights from our many valued relationships in 2021 – 2022:

Supporting the diversification of the Tasmanian Building and Construction workforce

The building and construction industry is Australia's third largest industry and will be a key driver in the rebuilding of Australia's economy post COVID-19 at both a federal and state level. Tasmania's Building and Construction Workforce Action Plan (2021) has set a goal to widen the talent pool for the industry by investing \$5 billion in infrastructure projects, which will help to deliver around 25,000 jobs; the largest ever investment announced by the State Government.

Since 2020, MRC Tas has been working closely with industry peak body Keystone Tasmania to support the diversification of the Tasmanian building and construction workforce. Initiatives have included an industry endorsed skills-based steppingstones program, and the Multicultural Youth (MY) Building Diversity program. These initiatives provided employment case management support to multicultural job seekers and advice, support, and guidance to businesses on how to recruit and retain culturally diverse Tasmanians.

The MY Building Diversity project also provided employer incentives and resources that promoted the benefits of nurturing a culturally diverse workforce. Keystone has supported MRC Tasmania's participation in industry forums, events and has showcased the achievements of MRC Tas clients as part of the 'be part of building something big' campaign.

Our partnership with Keystone has so far resulted in 7 people from migrant and refugee backgrounds gaining employment upon program completion. Participating employers have also reported increased understanding of the advantages of a culturally diverse workforce and the barriers to workforce participation.

"I will be starting an apprenticeship trial with a company that does plastering and bricklaying next week. Thank you so much because I would have not had the opportunity without MRC Tas."

MY Building Diversity Program Participant



*Integrate Workforce employee Harka from Bhutan.
Photo credit: Meegan Wilmot Photography*



Bhutanese Elders Group; Growing connections with DiGnity at Okines Community Garden

With the support of MRC Tas Bicultural Workers and Case Managers, the Bhutanese Elders Group has been enjoying regular visits to the Okines Community Garden at Dodges Ferry to connect with DiGnity Supported Community Gardening.

DiGnity is a not-for-profit organisation that provides free therapeutic gardening sessions in an environment where people feel safe, welcome, and able to participate in activities with other community members.

MRC Tas has been providing opportunities for elders of the Bhutanese community to regularly gather and attend social outings and information sessions since 2015. Participating in the gardening program at Okines has been a favourite activity for many of the elders. There is a rich cultural exchange between the elders and the DiGnity volunteers and staff members, facilitated by MRC Tas bicultural workers.

The group have enjoyed sharing traditional weaving skills, playing with instruments, spontaneous campfire dances, delicious lunches provided by DiGnity, learning about different vegetables and plants, and peaceful walks along the beach. The group have even been known to have a go on the playground swing set located near the gardens. There are always laughs and smiles all around, and a sense that everyone is taking part in a truly special and memorable experience.

“I enjoy going on outings with my friends instead of staying at home. I don’t have anyone to talk to at home. Here I can have a good chat with everyone. I enjoy coming to Okines in the big van and taking in the scenery on the drive here. One thing I love is being able to walk around and look at everything growing in the garden.”

Gangi, Bhutanese Elder



Acknowledgements

We thank the following for their support during the 2021-2022 financial year:

Australian Government:

- Department of Health
- Department of Home Affairs
- Department of Social Services
- Department of Education

Tasmanian Government:

- Department of Communities Tasmania
- Department of Health
- Department of Police, Fire and Emergency Management
- Department of Premier and Cabinet
- Department of State Growth

Skills Tasmania

Primary Health Tasmania

City of Hobart

TasCOSS

AMES Australia

Scanlon Foundation

Tasmanian Community Fund

Jetty Foundation

Rotary Club of North Hobart

Care 2 Serve

Federation of Ethnic Communities Councils of Australia

Foundation for Rural and Regional Renewal

Australian Communities Foundation

Keystone Tasmania

Centre for Multicultural Youth

MRC Tas would also like to thank the many organisations, businesses, and individuals who supported and donated time, expertise, and financial resources to us.

We are grateful for the philanthropic support received from private donors, as well as donations from the Tasmanian community.

Thank you to Her Excellency Professor the Honourable Barbara Baker AC, Governor of Tasmania for her support as patron of MRC Tas.

Our Board



Sonia Caton
Chair

Sonia is a nationally recognised immigration lawyer and former Chair of the Refugee Council of Australia. She is a graduate of the AICD and brings a depth of board experience with not-for-profit and for-profit companies. She was recently instrumental in devising and launching Australia's leading online Inclusion training program. Sonia teaches law, mentors lawyers, and is committed to access and equity for all, but particularly in relation to new arrivals to Australia. Sonia is also a migrant to Australia and speaks two languages other than English.



Nicola Cox
Vice Chair

Nicola joined the Board in January 2019. Nicola has an extensive professional background in ICT executive roles, including Co-Founder, CEO, Consultant and Project Manager. Nicola is a member of the Australian Institute of Company Directors and Recipient of Tasmanian Premier's Board Diversity Scholarship. Nicola sits on the board, and is the public officer, for Community Transport Services Tasmania. Nicola continually builds on her board and directorship knowledge. She enjoys spending time with her family, volunteering at the local football club and exploring Tassie's natural beauty.



Fahim Chowdhury
Treasurer

Fahim joined the Board in November 2020. He is a Graduate of the Australian Institute of Company Directors. Fahim is a senior executive at a government business enterprise. He has experience as a non-executive director across a number of community-based organisations and is currently on the board of a bank as an intern director. Originally from Bangladesh, he has a keen interest in Tasmania's multicultural society. He is a passionate social cricketer and devotes his spare time towards the development of the game.



Chris Stennard
Board Member

Chris has been the Board Member of MRC Tas since 2015. He is employed as CFO and Company Secretary of the Incat Group of Companies. Chris is a Fellow of CPA Australia. He has had experience in the manufacturing, service, IT, insurance, and banking sectors. He is interested in social and community issues.

Our Board



Victor Stojcevski
Board Member

Victor has a Macedonian background and joined the Board in late 2017. He arrived in Tasmania from Victoria in 2004 and has a LLB (Hons)/BA (Hons) (majoring in English Literature). He has two daughters. He is Project Manager at the Magistrates Court of Tasmania. Victor's varied background includes leadership roles within the justice sector, particularly in court and law reform and therapeutic jurisprudence, and in suicide prevention. Victor is a member of the Law Society of Tasmania and the Asia Pacific Coroners' Society.



George Elkhair
Board Member

George holds a Bachelor of Commerce degree. He is a member of the Australian Institute of Company Directors – MAICD and a Fellow of CPA Australia with over 35 years of commerce/business experience. George currently sits on various boards and subcommittees for community-based organisations as well as private companies. He is involved in business mentoring in Tasmania and is a mentor to many individuals. George migrated from Egypt to Australia with his family when he was young and is bilingual. He enjoys family time and has various sporting interests, including cricket and soccer.



Dr Tania Lado Insua
Board Member

Tania is native from Galicia (Spain). She is a doctor in ocean engineering with several years of experience in management. She is the Manager for Research and Partnerships for the Blue Economy Cooperative Research Centre and an Adjunct Professor at University of Victoria, BC, Canada. Tania has successfully led several multidisciplinary programs and teams with a diverse range of stakeholders. She has extensive experience in business development, finance and corporate operations, risk and change management. She has worked in academic, industry and not-for-profit strategic leadership roles in Australia, USA, Spain, and Canada. Tania is passionate about equity and culturally diverse communities.



Jeanette Banks
Secretary

Jeanette joined the Board in December 2012. She has been working for government for over twenty six years across education, TAFE, housing, children and young people and is currently employed as the Public Health Evaluation Officer with the Public Health Services in the Department of Health, with a focus on project management and policy development for the community sector. Her passion for good governance and community development has seen her volunteering over the years not only with MRC Tas but with Lifeline, Neighbourhood Houses Tasmania and mentoring programs for young people.

*Jeanette resigned from the Board in August 2022

Our Board

Thank you to retiring Directors

Thank you to Manoj Nair and Wendy Heatley, MRC Tasmania Directors who concluded their Board role during the year.

In accordance with the Constitution, from time to time the Board appoints subcommittees and working groups with specific terms of reference to support the activities of MRC Tasmania. During the year a number of board members participated on standing Board subcommittees including the Finance, Audit and Risk and Governance and Human Resources. In addition, the implementation of the Multicultural Accommodation and Learning Program in 2021-2022 was overseen by a working group to guide organisational transition.



Donate

Funds, time or expertise

Our mission is to support and encourage culturally diverse community members to reach their potential. Many of our clients face challenges as they settle into a new community and our capacity to provide assistance is greatly enriched by the support of others.

Make a difference.

As a registered charity all donations \$2 and over are tax deductible. If you would like to discuss contributing funds, time or expertise that aligns to our community goals, please contact us.

mrctas.org.au/donate