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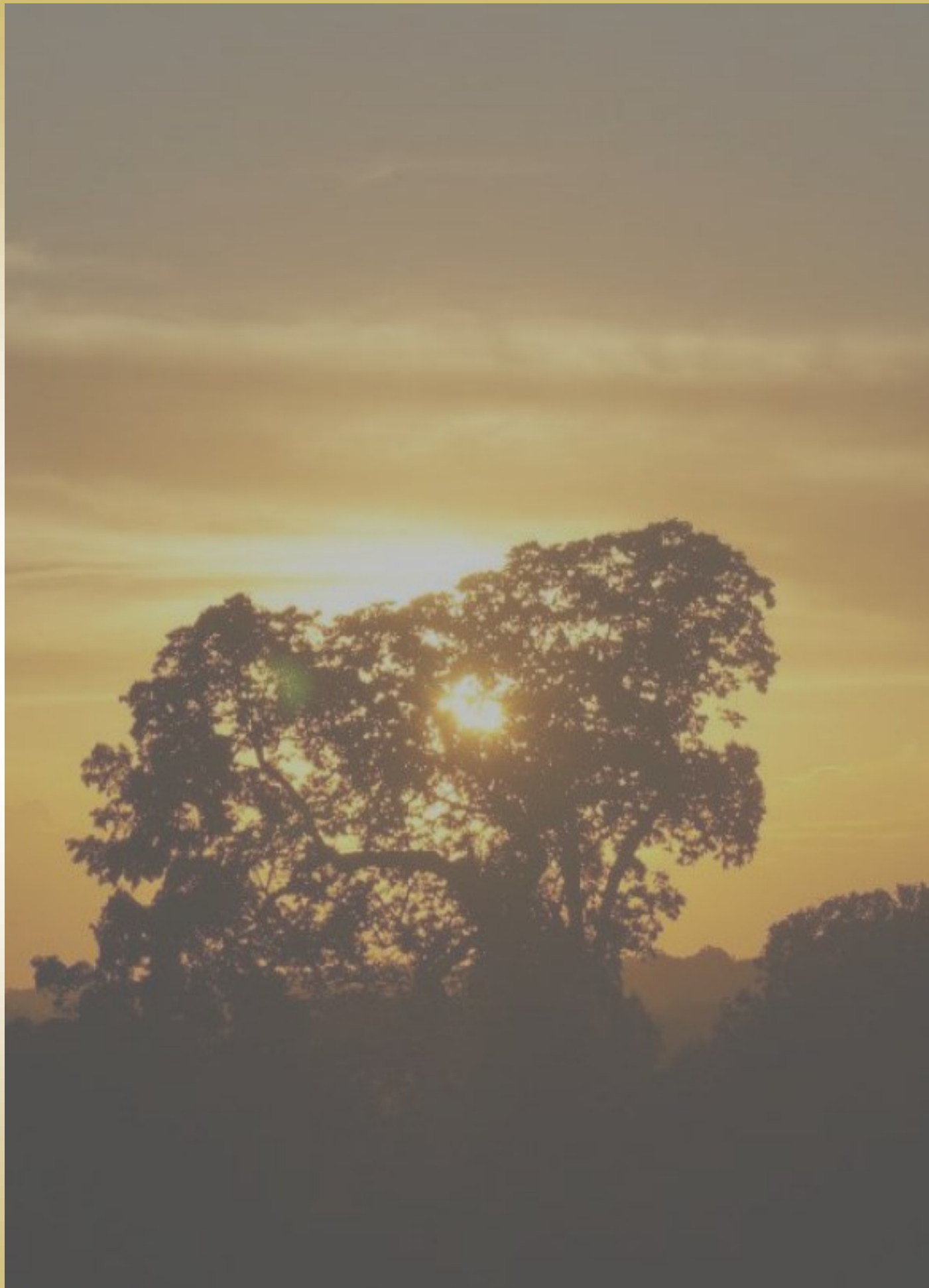
MARSS Annual Report 2016



*Leaders in settlement and related services for migrants, refugees and
humanitarian entrants in the ACT and surrounds.*

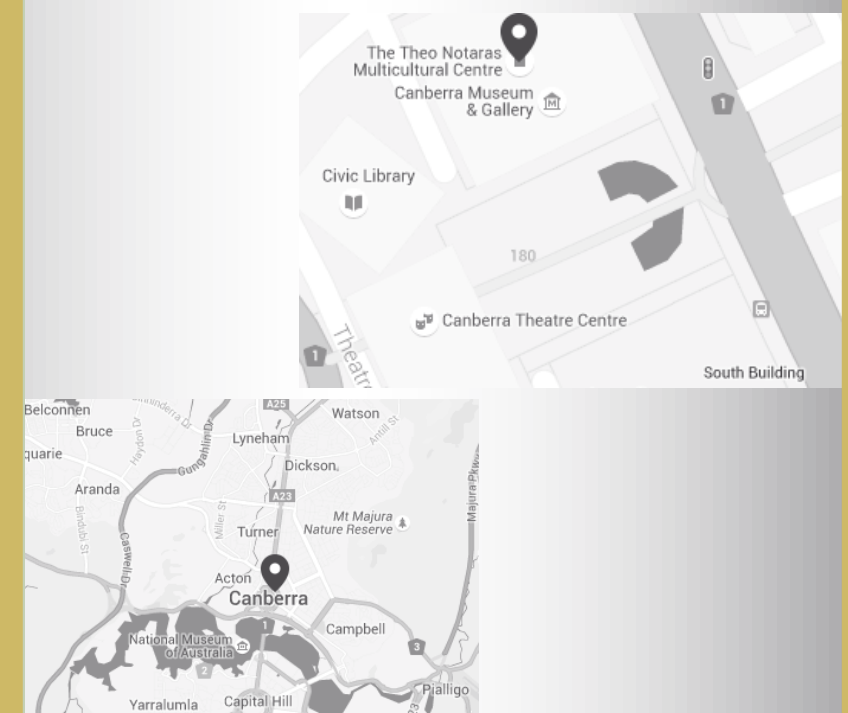
MARSS

Migrant and Refugee Settlement Services of the ACT Inc.



Where we are

MARSS is conveniently located in the heart of Canberra City. A short walk from the City bus station, or the Civic Centre. There is an abundance of short and long term parking close to MARSS.



MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

Opinion

In our opinion, the financial report of Migrant and Refugee Settlement Services Incorporated has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act (ACT) 1991 including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the Australians Charities and Not-for-profits Commission Regulation 2013.

Countplus National Audits Pty Ltd

Authorised Audit Company



Steven J Watson CA

Director

21 September 2016

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Our History

The Migrant and Refugee Settlement Services of the ACT Inc. (MARSS) was established in 1980, and incorporated in 1983. It is funded largely by the Department of Social Services (DSS) and the ACT Community Services Directorate (CSD). Financial support has also been provided to MARSS by Commonwealth and ACT Governments since 1990.

The MARSS Board of Management is comprised of elected nominees from Canberra's ethnic communities, and nominated members representing local territory and Commonwealth Government and community organisations. MARSS has grown to become a vibrant service-oriented organisation, incorporating programs for refugees and migrants of all ages that assist with language, welfare, employment, and access and equity for people from diverse cultural and linguistic backgrounds.



Our clients

Our clients are migrants, refugees and humanitarian entrants who are in the process of settling in the ACT and the surrounding region. MARSS recognises that in providing services to migrants, our organisation is involved in providing information and support to a broad cross-section of community organisations. As such, our relationship with communities as well as Commonwealth, State and Territory Governments is crucial to our success in assisting clients.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

Report on the Financial Report

We have audited the accompanying financial report being a special purpose financial report, of Migrant and Refugee Settlement Services Incorporated, which comprises the statement of assets and liabilities as at 30 June 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Committees' Responsibility for the Financial Report

The committee of Migrant and Refugee Settlement Services Incorporated are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act (ACT) 1991 including: and for such internal control as the committee determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Accounting Professional and Ethical Standards Board and the Australian Charities and Not-for-profits Commission Act 2012.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED
ABN: 74 370 795 990

RESPONSIBLE PERSONS' DECLARATION

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



Deputy Chairperson:
Raewyn Bastion

Dated this 21st day of September 2016



Our Mission

Empowering migrants, refugees and humanitarian entrants to enjoy sustainable settlement in the ACT and region in a caring and supportive way.

Our Values

In carrying out our mission, we have established values which help to describe the way we work.

<i>Accountability</i>	<i>Sensitivity</i>
<i>Open communication</i>	<i>Objectivity</i>
<i>Confidentiality</i>	<i>Inclusiveness</i>
<i>Integrity</i>	<i>Flexibility</i>
<i>Professionalism</i>	<i>Continuous improvement</i>
<i>Respect</i>	<i>Innovation</i>

These values help to shape and guide MARSS, whilst also providing an effective way in which to measure the organisation's success.

Board of Management 2015–2016

Mr. Andrew Alwast OAM	Chair (elected)
Ms. Raewyn Bastion JP	Deputy Chair (elected)
Mr. Steve Taskovski	Treasurer (elected)
Mr. Mithun Alexander	Secretary (elected)
Mr. David Ng	Public Officer (elected)
Mr. Simon Kwan Kit Ng	Committee Member (elected)
Mr. Juan de la Torre	Committee Member (elected)
Mr. Hashmat Shafaq	Committee Member (elected)
Mr. Borhan Uddin Ahmed	Committee Member (elected)
Ms. Patricia McLean	Committee Member (elected)



Fiji Fundraiser Cheque handover at the Fiji High Commission

L-R: Hashmat Shafaq, Juan de la Torre, Dewani Bakkum, His Excellency the Fiji High Commissioner Yogesh Punja, Andrew Alwast OAM and Raewyn Bastion JP

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED ABN: 74 370 795 990

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
9 CASH FLOW INFORMATION		
(a) Reconciliation of result for the year to cashflows from operating activities		
Reconciliation of net income to net cash provided by operating activities:		
Profit for the year	138,476	134,754
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	8,725	14,250
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(48,411)	(41,030)
- (increase)/decrease in other assets	(3,656)	8
- increase/(decrease) in trade and other payables	26	22,784
- increase/(decrease) in employee benefits	(14,090)	47,449
Cashflow from operating activities	81,070	178,215

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
6 PROPERTY, PLANT AND EQUIPMENT		
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	29,534	29,534
Accumulated depreciation	(25,144)	(23,329)
Total plant and equipment	4,390	6,205
Motor vehicles		
At cost	107,587	107,587
Accumulated depreciation	(103,122)	(96,212)
Total motor vehicles	4,465	11,375
Total property, plant and equipment	8,855	17,580
7 TRADE AND OTHER PAYABLES		
CURRENT		
Unsecured liabilities		
Accrued audit fees	11,000	10,750
Accrued expenses	17,138	10,789
Accrued salaries and wages	4,055	38,400
GST payable	18,070	16,404
Other current liabilities	2,864	231
PAYG payable	24,268	8,274
Superannuation payable	13,727	6,210
Trade creditors	5,563	15,849
Total current trade and other payables	96,685	106,907
8 EMPLOYEE BENEFITS		
Current liabilities		
Long service leave	4,954	3,087
Annual Leave provision	30,855	22,484
Total employee benefits	35,809	25,571

Message from the Chair



Andrew Alwast OAM

Migrant and Refugee Settlement Services of the ACT Inc. (MARSS) has set its goal at being a key leading organisation with responsibility for the provision of effective and efficient settlement and related services to migrants and refugees who are settling in this region. MARSS plays an effective role

in the provision of these services as it, at the same time, continues to adapt and enhance its services to the needs of clients.

We are all very grateful for the financial support, and at times invaluable guidance, provided by the Federal and Territory bodies who are invariably our partners in ensuring the best possible support for clients settling in the region. We would especially like to pass our thanks to the federal Department of Social Services, the federal Department of Immigration and Border Control, the Office of Multicultural Affairs in the ACT Community Services Directorate, the Attorney General's Department and the Department of Education.

MARSS has a dedicated and caring team of people who are drawn from a range of countries and who have very different backgrounds and yet form a professional, caring and enthusiastic team. I take this opportunity to express my sincere thanks to Ms Dewani Bakkum, MARSS CEO, as well as to each and every member of MARSS staff and the dedicated volunteers, without whom MARSS would not be able to function.

The past year has been exceptionally busy for MARSS and from all reports the next, if anything, will be even busier. In this context I would like to thank all the members of the MARSS board of management for their commitment, cooperation and dedication during the past twelve months.

It has for me been a distinct pleasure to work with all members of the Board. They are all volunteers and have made much of their personal time available to provide the oversight and guidance necessary for MARSS to operate effectively. I sincerely believe the Board and the staff of MARSS provide an excellent example of a functioning and effective microcosm of multiculturalism in the ACT.

Andrew Alwast

Andrew Alwast OAM, MARSS Chair

Board Meeting Attendance 2015-2016

Andrew Alwast	8	Hashmat Shafaq	9
Raewyn Bastion	6	Borhan Uddin Ahmed	4
Steve Taskovski	7	Patricia McLean	6
Mithun Alexander	9	Simon Kwan Kit Ng	3
David Ng	7	Juan de la Torre	8

Agenda for the Thirty Fifth Annual General Meeting

Time: 5:30 pm for 6pm start

Date: Wednesday the 5th of October 2016

Location: Function Hall

Level 2, Theo Notaras Multicultural Centre

180 London Circuit, Canberra City, ACT 2601

1. Welcome and acknowledgement by the Chair, Andrew Alwast
2. Minutes of the Thirty Fourth Annual General Meeting
3. Business arising out of the Minutes of the Thirty Fourth Annual General Meeting
4. Annual Report by the Chair
5. Audited Annual Financial Report presented by the Treasurer
6. Appointment of Auditor for 2015-2016
7. Other Business
8. Close of Meeting

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES CONTINUED

(f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand and cash at bank which is readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(g) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits.

	2016	2015
	\$	\$
3 REVENUE AND OTHER INCOME		
<i>Revenue from continuing operations</i>		
Revenue		
- Donations	54,649	2,386
- Grants	1,662,316	1,428,151
- Interest received	13,596	14,154
- Other income	15,892	54,971
- Rental income	125,039	110,433
Total Revenue	1,871,492	1,610,095
4 CASH AND CASH EQUIVALENTS		
Cash at bank and in hand	589,998	708,938
Short-term deposits	400,000	200,000
Total cash and cash equivalents	989,998	908,938
5 TRADE AND OTHER RECEIVABLES		
CURRENT		
Trade receivables	47,778	33,575
Provision for impairment	(18,486)	(14,786)
Total current trade and other receivables	29,292	18,789

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES CONTINUED

(c) Revenue and other income continued

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of assets and liabilities as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Migrant and Refugee Settlement Services Incorporated receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of assets and liabilities, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Donations

Donations and bequests are recognised as revenue when received.

Interest revenue

Interest is recognised using the effective interest method.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Rental income

Investment property revenue is recognised on a straight-line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

(d) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of assets and liabilities are shown inclusive of GST.

(e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Depreciation

Property, plant and equipment is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

7

Minutes of the 34th Annual General Meeting

Migrant and Refugee Settlement Services of the ACT Inc.

Date: 9 September 2015

Venue: Theo Notaras Multicultural Centre

Opened: 6.30pm

1. Welcome by Chair Raewyn Bastion

Thank you to all for coming along, and thanks to Dewani and staff for putting on refreshments.

It is a nice way to start tonight, as we have found out 12,000 Syrian refugees are being accepted by Australia as soon as they can finalise security checks.

A quorum was declared.

2. Minutes of the Special General Meeting held 16 September 2014 &

Minutes of the 33rd AGM held 16 September 2014

The Minutes were printed on pages 18-20 of the Annual Report Book 2015.

Correction to the AGM minutes – correct name is Andrew Alwast.

Motion: "That both sets of minutes be confirmed."

Moved: Borhan Ahmed

Seconded: Nim Osborne

CARRIED

3. Business Arising from the Minutes

Nil

4. Annual Report by the Chair

As printed on page 22 of the Annual Report Book.

Chair acknowledged the reports in the report book, advising there was information on what the staff does.

Motion: "That the Chairman's Report be received."

Moved: David Ng

Seconded: Juan de la Torre *CARRIED*

5. Audited Annual Financial Report presented by the Treasurer Nim Osborne

As printed on pages 49–58 of the Annual Report Book.

We have a very healthy surplus. New programs will be using some of this surplus. The ACT will be getting a good number of new refugees. We are happy to take however many the ACT are allocated.

Motion: "That the Treasurer's Report be adopted."

Moved: Nim Osborne

Seconded: Juan de la Torre *CARRIED*

6. Appointment of Auditor for 2016–2017

We would like to continue with the auditors that we have been using for the past few years.

Motion: "That we continue with the current auditors."

Moved: Andrew Alwast

Seconded: Juan de la Torre *CARRIED*

7. Other Business

Nil

Chair Raewyn thanked the Board, Dewani and all the MARSS staff for all their efforts and how much we acknowledge how valuable they all are to the organization.

8. Close of Meeting: 6.17pm.

A presentation was made to Chair Raewyn to thank her for all her efforts over the past few years, and as recognition of how much she is valued by MARSS.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

The financial statements cover Migrant and Refugee Settlement Services Incorporated as an individual entity. Migrant and Refugee Settlement Services Incorporated is a not-for-profit Association incorporated in the Australian Capital Territory under the Associations Incorporation Act (ACT) 1991, the Australian Charities and Not-for-Profits Commission Act 2012 and the Australian Charities and Not-for-Profits Commission Regulations 2013.

The principal activities of the Association for the year ended 30 June 2016 were providing support to migrants and refugees in Canberra and greater surrounding areas.

The functional and presentation currency of Migrant and Refugee Settlement Services Incorporated is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 BASIS OF PREPARATION

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. Migrant and Refugee Settlement Services Incorporated is a not-for-profit entity for the purpose of preparing the financial statements.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Income Tax

The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(b) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership that are transferred to the Association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(c) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from grants		1,662,316	1,428,151
Receipts from customers		143,515	126,769
Payments to suppliers and employees		(1,738,356)	(1,390,859)
Interest received		13,595	14,154
Net cash provided by/(used in) operating activities	9	81,070	178,215
Net increase/(decrease) in cash and cash equivalents held		81,070	178,215
Cash and cash equivalents at beginning of year		908,927	730,711
Cash and cash equivalents at end of financial year	4	989,997	908,926

The accompanying notes form part of these financial statements.

5

Elections for 2015–2017 MARSS Board of Management

Returning Officer Kantilal Jinna officiated over the elections.

Discussion over membership, and advised members must be financial to vote.

With 12 nominations and 10 vacancies, a ballot was conducted.

Voting number results were given:

Hashmatullah Shafaq	20	Steve Taskovski	15
Borhan Ahmed	20	Nim Osborne	7
David Ng	20	Patricia McLean	17
Andrew Alwast	18	Simon Ng	19
Juan de la Torre	19	Mithun Alexander	18
Raewyn Bastion	19	Khawar Saleem	7

Raewyn Bastion requested that the ballot papers be destroyed.

Announcement of new Board of Management

Hashmatullah Shafaq	ACT Hazara Community
Borhan Ahmed	Bangladesh Australia Association
David Ng	National Australian Chinese Association Inc.
Andrew Alwast	Council of Polish Organisations in the ACT
Juan de la Torre	National Ethnic Disability Alliance
Raewyn Bastion	Australian & New Zealand Maori Cultural School
Steve Taskovski	Macedonian Orthodox Community of Canberra & Queanbeyan
Patricia McLean	Kia Ora Te Whanau Social Club Inc.
Simon Ng	The Canberra Academy of Cantonese Opera
Mithun Alexander	ACT Multicultural Council

The new Board then retired and selected the new executive committee.

New Executive Committee for 2015/2017 was announced.

Chair:	Andrew Alwast
Deputy Chair:	Raewyn Bastion
Treasurer:	Steve Taskovski
Secretary:	Mithun Alexander
Public Officer:	David Ng
Committee Member:	Hashmatullah Shafaq

New Chair Andrew Alwast

Thank you to everyone. Two things I want to mention – MARSS is not the Board, MARSS is the staff members. The Board has a role to support the operations and staff of MARSS and we would like to see this Board function and that is our intention.

Thank you to the past Board members of the past 2 years and I look forward to working with the new Board members, it will be an interesting experience. The next two years will be even busier for MARSS with the growth in numbers and many more refugees to be dealt with by MARSS.

I would like all staff members to come and join us for a photo so we are all together as a team, because that is the way we are going to work – as a team.

I wish to also put forward a vote of thanks to Kantilal Jinna for his efforts tonight.

--oOo--

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED
ABN: 74 370 795 990

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
Retained earnings at the beginning of the year	816,662	681,908
Profit for the year attributable to members	138,476	134,754
Retained earnings at the end of the year	955,138	816,662

The accompanying notes form part of these financial statements.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

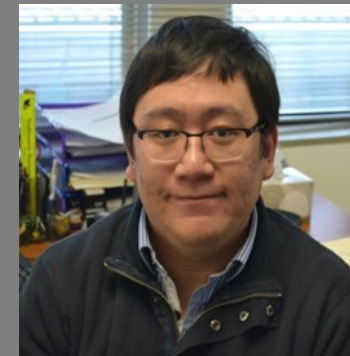
ASSETS AND LIABILITIES STATEMENT

30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	989,998	908,938
Trade and other receivables	5	29,292	18,789
Prepayments		12,729	7,633
Accrued income		127,746	89,837
TOTAL CURRENT ASSETS		1,159,765	1,025,197
NON-CURRENT ASSETS			
Financial assets		-	1,440
Plant and equipment	6	8,855	17,580
TOTAL NON-CURRENT ASSETS		8,855	19,020
TOTAL ASSETS		1,168,620	1,044,217
LIABILITIES			
CURRENT LIABILITIES			
Payroll clearing account		35,026	-
Trade and other payables	7	96,685	106,907
Lease liability		9,962	23,102
Employee benefits	8	35,809	25,571
Unexpended grant funding		36,000	71,975
TOTAL CURRENT LIABILITIES		213,482	227,555
NON-CURRENT LIABILITIES			
TOTAL LIABILITIES		213,482	227,555
NET ASSETS		955,138	816,662
MEMBERS' FUNDS			
Retained profits		955,138	816,662
TOTAL MEMBERS' FUND		955,138	816,662

The accompanying notes form part of these financial statements.

Some of the Faces you'll see
at MARSS...



Yepeng Wang
Accountant



Deepika Amarakoon
Assistant Accountant



Anne Mann
Human Resources/Finance Officer



Katrina Burgess
RTO Manager/HSS Program
Manager



Mariam Shafaq
Administration Officer

“Never doubt that a small group of
thoughtful, committed citizens can
change the world; indeed, it's the only
thing that ever has.”—Margaret Mead



MARSS Patron Her Excellency Lady Cosgrove, His Excellency General the Honourable Sir Peter Cosgrove, Chair of MARSS board, MARSS CEO and Fijian warriors at the fundraiser



Performance at the fundraiser

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED
 ABN: 74 370 795 990
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
 FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
Note		
Revenue	3	1,871,492
Accounting	12,385	14,794
Administration	7,459	15,993
Auditors remuneration	11,000	11,545
Bad debts expense	4,390	5,138
Depreciation	8,725	14,250
Employee benefits	1,084,855	899,956
Insurance expense	15,682	15,838
Management fees	116,546	111,333
Motor vehicle expenses	21,003	19,644
Other expenses	44,134	35,016
Printing and stationary	17,317	5,097
Program support consumables	119,579	103,591
Program support services	106,740	64,810
Rent	144,032	138,806
Telephone and fax	19,169	19,530
Profit for the year	138,476	134,754
Income tax expense	2(a)	-
Other comprehensive income for the year	-	-
Total comprehensive income for the year	138,476	134,754

The accompanying notes form part of these financial statements.

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED

ABN: 74 370 795 990

COMMITTEE'S REPORT

30 JUNE 2016

The committee members submit the financial report of the Association for the financial year ended 30 June 2016.

1. General information

Committee members

The names of committee members throughout the year and at the date of this report are:

Mr Andrew Alwast OAM	Chairperson
Ms Raewyn Bastion	Deputy Chairperson
Mr Steve Taskovski	Treasurer
Mr Mithun Alexander	Secretary
Mr David Ng	Public Officer
Mr Hashmatullah Shafaq	Committee Member
Mr Borhan Ahmed	Committee Member
Mr Juan de la Torre	Committee Member
Ms Patricia McLean	Committee Member
Mr Simon Ng	Committee Member

Principal activities

The principal activities of the Association during the financial year were:

- The promotion of migrant resettlement and preservation of migrant cultures.
- The settlement and integration of migrant and refugee families in Canberra through the Humanitarian Settlement Service program.
- Providing accommodation, education, legal assistance, sporting programs and other general support for migrants and refugees.

Significant changes

No significant change in the nature of these activities occurred during the year.

2. Operating results and review of operations for the year

Operating result

The profit of the Association for the financial year after providing for income tax amounted to \$138,476 (2015: \$134,754).

Signed in accordance with a resolution of the Members of the Committee:



Deputy Chairperson:
Raewyn Bastion

Dated this 21st day of September 2016



Message from the CEO

Dewani Bakkum

It is with great pleasure that I present my report to the Migrant and Refugee Settlement Services of the ACT Inc. (MARSS) Annual General Meeting of 2015-2016. This year, MARSS has continued to provide high quality settlement services to new arrivals in the ACT, supplemented by innovative Community Development projects, youth programs, social activities and special events.

Our goal is to ensure that all our clients are provided with efficient and effective services to meet all their settlement needs. We have maintained our focus and energies on this goal and have ensured high quality service delivery. We are always looking for new and improved ways to provide the services our clients need, and to further develop our 'one stop shop' settlement hub. We have established strong working relationships with various other service providers to ensure the best possible service outcomes for our clients.

MARSS has had contact with around 5000 clients in the past twelve months. This number highlights the important role MARSS plays in supporting refugees and humanitarian entrants on their settlement journey. It also reflects MARSS's prominence as a key source of support and information for many culturally and linguistically diverse people in the ACT. We have sought to build our cultural competence by consulting with community leaders and employing staff from various culturally and linguistically diverse backgrounds.

MARSS prides itself on the range of settlement services it provides. The Humanitarian Settlement Services (HSS) program delivers initial, intensive settlement support to humanitarian clients upon first arriving in Australia, while the Settlement Services Program (SSP) assists migrants and refugees who have been in Australia for less than five years through case-work, provision of information, referrals and advocacy services. Both of these programs are funded by the Department of Social Services. These services are flexible and client-centered, and aim to assist clients in becoming self-reliant members of the community.

MARSS' settlement services are complemented by our Community Development Program (CDP), which assists clients with employment and training, driving, and education pathways. Social activities organised by CDP include Sewing and Craft, gardening, and the Harmony sports program. The CDP programs continue to be popular and have proven to greatly assist clients in achieving successful settlement outcomes.

We are proud to announce that MARSS has received registration as a Training Organisation (RTO). From 2017 MARSS is able to offer in house training in Certificates II, III and IV in Community Services, and Certificate III in Individual Support. This enables MARSS clients better opportunities to sustainable employment pathways.

MARSS has been honoured to be the Department of Employment Graduate Fundraising Committee's nominated charity for 2015 -2016. the Committee has invested an enormous amount of time and effort in their fundraising activities for MARSS and as a result, successfully raised over \$14321.55 for MARSS. The funds will go towards MARSS' JobPrep program which will assist clients in leaning the essential job search and employment skills that will lead them to gain full

employment. The Board and Management of MARSS offer their sincerest thanks to the committee for their hard work and contribution.

This year MARSS also had the pleasure of hosting several community events including International Women’s Day Harmony Sports day and World Refugee Day. Eid ul-Fitr was celebrated with a festive dinner and a candle ceremony to honour victims of Iraqi bombing in Karada. We also celebrated Diwali, or the ‘Festival of Lights’, an important Hindu festival. These events were attended by our clients and guests from varying cultural and religious backgrounds, demonstrating acceptance of multiculturalism within our community. Around 250 clients, including many children, attended our annual Christmas party and enjoyed a visit from Santa, who put a smile on their faces.

This year, MARSS organised a dinner to raise funds to support the rebuilding of Fiji after the devastating Cyclone Winston. The event was attended by various dignitaries, Diplomats, High Commissions, Members of Parliament and Government representatives, including the MARSS Patron, Her Excellency Lady Cosgrove, and His Excellency the Honourable Sir Peter Cosgrove. The dinner was a great success, with \$25,231 raised to support victims of Cyclone Winston.

During the year, four MARSS staff members and myself attended the Settlement Council of Australia’s Triennial and International Conference on Citizenship in a Civilized Society. The conference went for three days and was a great chance to network with other service providers and hear some fascinating presentations and speakers from across Australian and International settlement sectors.

Also it was an honour for me to be invited to represent the Settlement Council of Australia at the UNHCR Non-Governmental Organisation (NGO) Consultations and Annual Tripartite Consultations on Resettlement in Geneva. The focus of the NGO consultations this year was ‘Youth’. It was fascinating to learn about the resettlement of refugees in the global settlement space, as well as learn about the work that the UNHCR does in support of refugees.

We thank the Federal and State Government departments especially the Department of Social Services, the ACT Community Services Directorate, the ACT Community Participation Group, and the Department of Education and Training for the funding and their continued support.

To conclude , my special thanks to the Chair, Andrew Alwast and the Board of Management for their support throughout the year. I would also like to thank all our dedicated staff and volunteers without whose contribution and commitment we would not be able to deliver such successful settlement programs for all the migrants, refugees and humanitarian entrants in the ACT and the region.



Dewani Bakkum, MARSS CEO

MIGRANT AND REFUGEE SETTLEMENT SERVICES INCORPORATED
ABN: 74 370 795 990

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**MIGRANT AND REFUGEE SETTLEMENT SERVICES
INCORPORATED**

ABN: 74 370 795 990

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2016

MARSS SERVICES



Humanitarian Settlement Services

Settlement Services Program

Migrant Support Services

Community Development Program

Humanitarian Settlement Services (HSS)

Team



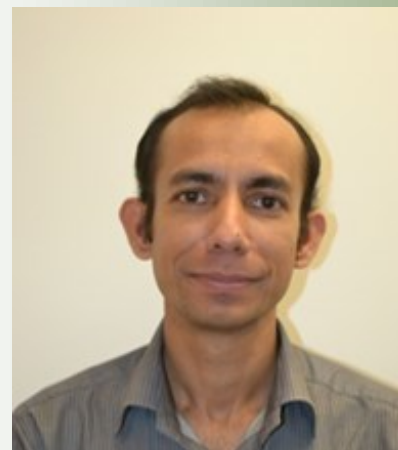
Jessica Richardson

HSS Case Management Team Leader



Ussama Abuassa

HSS Caseworker



Kazi Mahmud

HSS Caseworker



Tina Kuek

HSS Caseworker



Eman Basheer

HSS Cultural Liaison Officer



Naresh Gunasekere

Accommodation Team Leader



Niran Karaeni

Accommodation Officer



Lynne Johnson

Accommodation Officer

Acknowledgements & Thank you

- ACT Community Participation Group
- ACT Community Services Directorate
- ACT Education and Training Directorate
- ACT Dental Health
- ACT Fire and Rescue
- ACT Government Economic Development Directorate
- ACT Government Health Directorate
- ACT Government Territory and Municipal Services
- ACT Libraries
- ACT Multicultural Arts
- ACT No Waste
- ACT Office of Women
- ACT Shelter
- ACT Chinese Dance Group
- Anglicare ACT
- Attorney Generals Department
- Australian Federal Police
- Australian International Education Academy
- Basketball ACT
- Belconnen Library
- Burgmann Anglican School
- Canberra Business Chamber
- Canberra Ethnic Community Groups
- Canberra Institute of Sport
- Canberra Institute of Technology
- Capital Football
- Care Financial
- Centrelink
- Companion House
- Department of Employment Graduate Fundraising Committee
- Department of Human Services
- Department of Social Services
- Department of Immigration and Border Protection
- Dickson College
- Domestic Violence ACT
- Energy Efficiency Program
- Gungahlin Child and Family Centre
- Gungahlin Library
- Havelock Housing Association
- Hellenic Club
- Hodgkinson Real Estate
- Housing ACT
- Kazar Slaven
- KidSafe
- Legal Aid ACT
- Lennox Motors
- Libraries ACT
- Martins Property Group
- Marist Youth Care
- Max Employment
- National Health Co-op
- National Home Doctor Service
- National Translating and Interpreting Services
- Navitas AMEP
- NRMA Road Safety Trust
- Office for Children, Youth and Family Support
- Oxley Court Serviced Apartment
- The Office for Children, Youth and Family Support
- Radford College
- Rahula Lodge
- Ready Real Estate
- Real Estate Institute of ACT
- Real Estate Institute of Australia
- Relationship Australia
- Salvation Army
- Scouts ACT
- Sierra Leone Dance Group
- Sorco Vocational Services Pty Ltd
- South Sudanese Dance Group
- St John's Resettlement Committee
- St Pauls Manuka
- St Vincent de Paul
- Telstra
- Tenancy Advice Bureau
- The Smith Family
- Tuggeranong Child and Family Centre
- Turini.com
- Volunteering ACT
- Volleyball ACT
- West Belconnen Child and Family Centre

MARSS Members 2015–2016

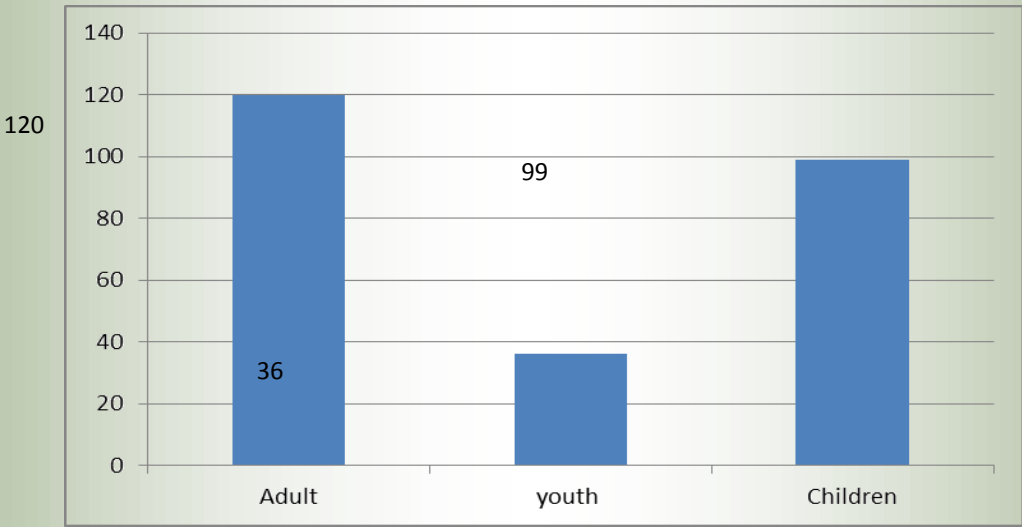
- ACT Chinese Australian Association Inc.
- ACT Hazara Community
- ACT Maori Performing Arts Inc.
- ACT Multicultural Council
- Australia India United Centre Inc.
- Australia Mon Association Inc.
- Australian Karen Organisation ACT
- Australian Maori Cultural School of Dreams
- Bangladesh Australia Association Canberra
- Canberra Academy of Cantonese Opera
- Canberra and District Hungarian Cultural Association
- Canberra Latvian Association
- Canberra Multicultural Community Forum
- Canberra Saiva Temple
- Canberra Tamil Association Inc.
- Council of Polish Organisations in the ACT
- India Australia Association of Canberra
- Kia Ora Te Whanau Social Club Inc.
- Macedonian Community Organisation
- National Australian Chinese Association Inc.
- National Ethnic Disability Alliance
- Pakistan Cultural Association
- Philippine Cultural Society
- Sierra Leone Community in ACT and Regions
- Soroptimist International Club of Canberra Inc.
- South Sudan Australia Community Association ACT
- Tamil Senior Citizens Association ACT Inc.
- Thai Community of the ACT Inc.
- Thai Media and Culture of Canberra Association Inc.

Humanitarian Settlement Services (HSS)

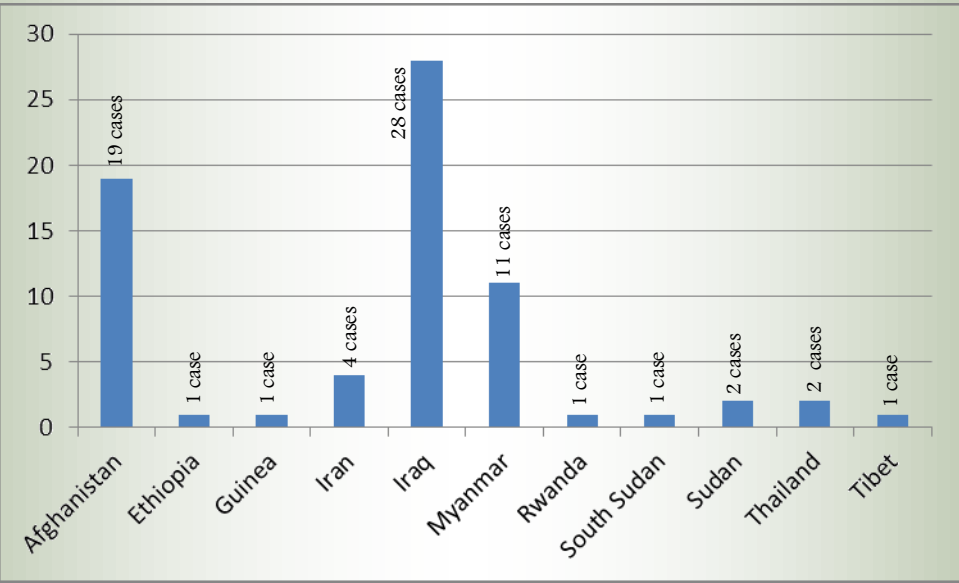
The Humanitarian Settlement Services (HSS) program is Australia’s flagship program for delivering initial settlement support to humanitarian clients upon first arriving in Australia. The program, funded by the Department of Social Services (DSS), provides intensive settlement support through a coordinated case management approach. HSS tailors its service delivery model to ensure that humanitarian entrants gain all the skills, knowledge and confidence needed to become independent and fully participating members of the community.

A total of 55 HSS cases were referred to MARSS this financial year. This included 225 individuals, of which 99 were children, and 36 were youth.

Number of HSS Clients 2015—2016 Financial Year



Country of Birth of HSS Clients 2015—2016 Financial Year



Case Management

During 2015–2016, HSS Case Managers coordinated the delivery of a range of different services to ensure our clients have the best possible transition to a successful and happy life in Canberra. These services begin right from the moment a client arrives in Canberra, and continue for up to six months, with the opportunity for extension if ongoing settlement issues persist.

Some of the key settlement services provided to HSS clients include induction and airport reception, orientation, short and long term accommodation. All services are delivered in accordance with the policy and procedures of the Department of Social Services.

Part of the Case Management is orientation and this is one of the most important services the HSS team delivers for newly arrived clients. The orientation involves teaching clients some of the key legal obligations and cultural norms that are important for settling in Australia. The orientation covers a broad range of topics, from road rules in the ACT to the clients' rights and responsibilities when entering tenancy lease agreements.

As part of this orientation large group sessions are held regularly and guest speakers from a range of organisations and government services are able to give relevant information to our clients. Organisations that have been invited to orientation sessions include ACT Fire and Rescue, the Australian Federal Police, Centrelink, Care Financial, ACT No Waste, Navitas, the ACT Education Directorate, the ACT Tenants' Union and the National Health Cooperative.

Another part of the orientation program includes excursions to various locations of interest in Canberra, which clients may not otherwise have had the chance to experience.

HSS Case Workers ensured that the key components of the Case Management were as seamless as possible for the successful journey of the clients in developing the skills and confidence needed to become an active member of the Canberra.

Program for After School Studies (PASS)

The Program for After School Studies assists eligible youth from culturally and linguistically diverse backgrounds with their academic studies. Our program runs in three locations: Civic, Belconnen and Gungahlin, during ACT school term. Our Civic program runs at the MARSS office on Tuesdays, Wednesdays and Thursdays between 3:30–6:30pm, for youth aged 12–25. PASS Belconnen runs on Mondays between 4:00–5:00pm from Belconnen Library and is for youth aged 8–15. PASS Gungahlin was established this year due to increasing demand in the age group. It runs on Thursdays between 4:00–5:00pm from Gungahlin Library and is also for youth aged 8–15. Volunteers from Burgmann Anglican School and Radford College provided tuition at our outreach programs and we would like to thank all of them for their dedication to these programs over the last year. We would also like to thank all of our dedicated tutors who have volunteered in our Civic program in the last year. It has been a very successful year for PASS, and we can proudly say that we have been able to support over 80 young people with their studies this year.



Students and tutors participating in the Program for After School Studies



The Harmony Men's volleyball team in action



The Harmony Men's basketball team in action



Wayne Shaw from ACT Fire and Rescue presenting to recently arrived clients



Recently arrived HSS clients at reception with Minister Yvette Berry (MLA)

Local Area Coordination (LAC)

Local Area Coordination meetings provide an opportunity to improve coordination between key service delivery agencies and stakeholders involved in delivering services to HSS clients. A total of 3 LAC meetings were conducted this year, with one of these being held in Goulburn. Several stakeholders presented at these meetings, including the National Health Co-operative, the Department of Social Services, Centrelink, Care Financial, MAX Employment Solutions, TAFE, disability service providers and AMEP providers, among others. These meetings continue to be a great opportunity for all attendees to increase their knowledge about services available to clients.

Volunteer program

The high standard of services delivered through the HSS program could not be achieved without a dedicated team of volunteers who assist in the overall settlement of HSS clients. Our volunteers have assisted HSS Case Managers to develop clients’ self-sufficiency and independence and promote their social inclusion. Volunteers can assist by helping to prepare homes for new arrivals, accompanying clients to appointments and showing them how to use public transport.

A number of volunteers supporting the HSS team come from refugee or migrant backgrounds themselves, and offer invaluable assistance to case workers and clients by providing translation assistance and community links.

Accommodation Services

Assistance with accommodation to all clients forms a significant aspect of the HSS Program.

As part of Accommodation Services, clients are provided with affordable permanent accommodation and a Basic Household Goods package.

The Investors Can Help project which MARSS launched in 2012 has been a key project in facilitating transitions from short-term to long-term housing. The opportunity for investors with an altruistic nature and/or a sense of social justice to also realise these expectations through their residential property investment. MARSS believes that there are investors in Canberra who believe that making money and helping others are not mutually exclusive.

Conclusion

The 2015–2016 financial year has been extremely successful for the HSS team at MARSS. We look forward to welcoming more humanitarian entrants to the ACT in the coming year and assisting them to settle in their new homes.



MARSS futsal team in action



MARSS girls basketball team in action

Sports

The Harmony Sports Program is an inclusive program funded by the Department of Social Services, which is aimed at promoting social cohesion and sense of belonging in the community. The program helps break down barriers and bridge gaps between different communities to enable players to better socialize in the wider community.

Harmony Basketball Men's.

The men's team continues with success since last year with new members joining the team and strengthening it further. The team comprises of players from a diverse backgrounds. The team has demonstrated great skill and teamwork on a weekly basis, creating intercultural links, and reducing instances of isolation for migrant youth.

Harmony Basketball Women's.

The women's basketball team has been performing well during this season and the new players who joined the team mid-season have strengthened the team further.

The women's team consists of mainstream, Indigenous and players from Culturally and Linguistically Diverse (CALD) backgrounds.

Harmony Futsal Men's.

The Harmony Futsal team has been popular with our clients. There are 11 registered players and the team has consistently attracted a diverse group of players. Interest in the team consistently exceeded team numbers.

Harmony Volleyball

The Harmony Volleyball team performed well last season and continued with its training sessions. The Harmony Volleyball team has 9 players and the team consists of players from mainstream and CALD backgrounds. The volleyball team was the winning team in the Harmony Day Sports Tournament organised by MARSS.

We are very proud of all the players participating in various MARSS sports with enthusiasm and dedication.



A HSS Volunteer Information Session



Stakeholders from the ACT and region attend a Local Area Coordination meeting



MARSS sourced a private rental for this extended family



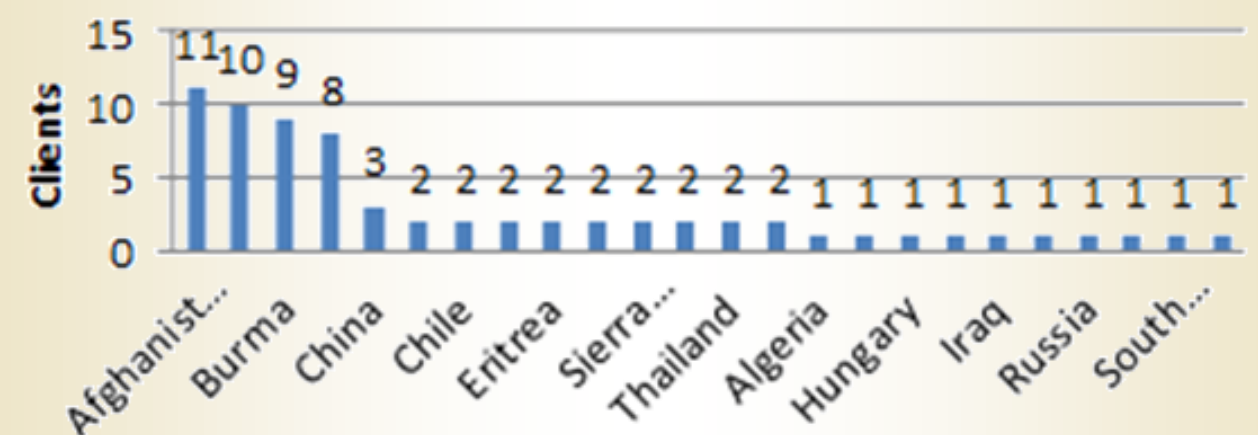
Clients assisted by MARSS in their new home

Home Tutor Program (HTP)

The Home Tutor Program matches volunteers up with migrant and refugee clients who are unable to attend formal English classes for a variety of reasons, such as work or family commitments or travel restrictions. Our Home Tutor volunteers help our clients to improve their English, as well as providing them with social contact. This can also be of real benefit to our clients who, due to their restrictions, can sometimes experience social isolation. Often the program results in strong and lasting friendships between volunteers and clients as, what starts out as English assistance turns into a valuable social connection. The program has also seen a demand for tutors who can help clients with computer literacy, or with specialised subject areas such as nursing or community development, and we do our best to ensure that clients are matched with volunteers who can help with their needs. At the moment we have a need for more volunteers who can assist students in the Gungahlin area, and are looking at different ways that we can meet the needs of clients in this area.



HTP clients by nationality January 1 to June 30 2016



English for Living Program (EFL)

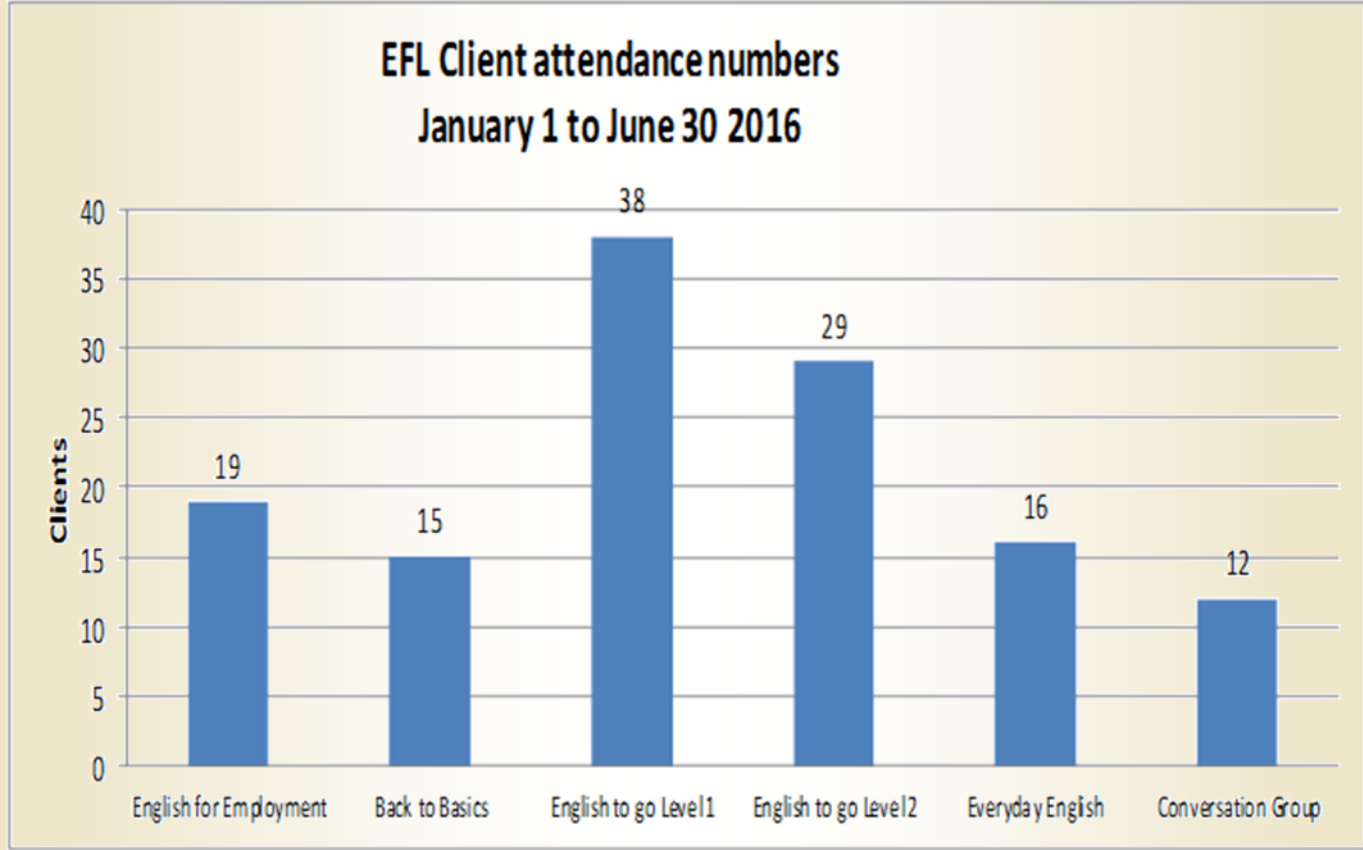
The English for Living Program provides clients with the opportunity to learn English in an informal and friendly setting. MARSS endeavors to meet the needs of both new arrivals who are waiting to enter their studies elsewhere and others who have completed their studies and want to continue learning. Students of all ages and diverse cultural backgrounds attend our classes.

Classes are available throughout the school terms, and are popular among clients, with MARSS providing regular English lessons to 129 clients from February to June 2016.

MARSS has streamlined classes to suit demand and now provides 7 classes a week in, Back to Basics, Conversation Group, Everyday English, English to Go Level 1 and 2 and English for Employment. The English for Living program also offers singing and dancing classes, where students learn English songs to assist with their language skills in an informal setting.

Last financial year clients attended an excursion to the National Botanic Gardens and a trip to the National Museum of Australia.

Before the Federal Election in July 2016, Libraries ACT held an information session on how to vote for clients enrolled in the Tuggeranong Conversation Group.



Settlement Services Program (SSP) Team



Rajib Paul



Lisa Seidel

SSP Caseworker



Abubakarr Fofanah

SSP Caseworker

Settlement Services Program (SSP)

The Settlement Services Program (SSP) provides casework, referral and advocacy services to migrants, refugees and humanitarian entrants in the ACT to achieve sustainable settlement outcomes. The clients of SSP are taken through their settlement journey through the provision of flexible, client centred casework, appropriate referrals to community and mainstream public sector service providers and settlement focused group information sessions. During the 2015-16 financial year SSP caseworkers assisted a total of 405 clients.

The program also includes youth settlement which caters to the youth ranging from 15- 24 years by providing them with specialised, customised settlement services. This service type includes but is not limited to: building capabilities in employment, education and leadership; homework support; and fostering connections with the community.

The community coordination and development program in SSP is targeted at assisting newly arrived clients to make social connections. The activities under this program include leadership and mentoring activities, linking with mainstream services, working in partnership with local communities to provide a welcoming environment for new arrivals and other related activities designed towards their sustainable settlement in Australia. Some of the community development programs include Sewing and Craft, Gardening and Garden to Plate.

Sewing and Craft class continues to be very popular, attracting a significant number of women – some who are highly skilled and others who are simply passionate about sewing and learning new techniques.

The Gardening program promotes growing fresh vegetables to make the client self-sufficient while improving their English skills and building friendship.

The idea of Garden to Plate came from growing fresh vegetables and learning how to cook healthy diverse cuisine, promoting a sense of social inclusion and community engagement.

All community development programs give the opportunity and empower all clients with the skills and knowledge for any future business prospects.

Learn to Drive Program – MARSS Learn to Drive program is a program that offers driving lessons with an Accredited Driving Instructor to eligible migrants and refugees who already have their learner's licence and are working towards their provisional licence.

Volunteering Program – MARSS has a very active general volunteering program for members of the community who want to give back to their community. Volunteer tasks included assisting clients across all programs offered at MARSS. Volunteers had appropriate training and a Working with Vulnerable People's check.

Community participation – This year MARSS has organised events and functions to celebrate Canberra's multicultural diversity. These are some of the main events that MARSS hosts:

Diwali- celebration of the Hindu Festival of Lights

Eid- Celebration of the end of Ramadan

Christmas

International Women's Day

International Refugee Day

Harmony Day Celebrations

National Multicultural Festival



Job Ready Information Session

Community Development Program (CDP)

The Community Development Program is an important component in the settlement services MARSS provides to the migrant and refugee community. Clients have access to a range of services, including:

Job Preparation Program – MARSS’ Job Preparation Program (or Job Prep) has assisted migrant and refugees find employment and settle in Canberra and the surrounding region. The program includes a series of cultural awareness sessions and job ready seminars, aimed at enhancing the employment prospects of migrants and refugees. Clients were assisted with resume preparation, interview preparation, cultural awareness training, OHS training, understanding Australian work place rights and responsibilities, and work experience. MARSS took a proactive approach and engages in active mentoring with clients to match their skills and qualifications with positions offered by employers and recruiters who MARSS keeps in regular contact. MARSS also has referred eligible clients for further training organisations for Vocational and Education training courses suitable to our client cohort.

Registered Training Organisation–

MARSS has obtained the status as a registered training organisation early 2016 and have qualified to run courses in Certificate II, III, and IV in Community Services and Certificate III in Individual Support. We are in the implantation process and aim to start courses early 2017.

Computer Class – MARSS has regularly run a 6 week computer course for all clients who were interested to learn the basic computer skills including using the internet, email, the Microsoft Office Suite and Facebook.

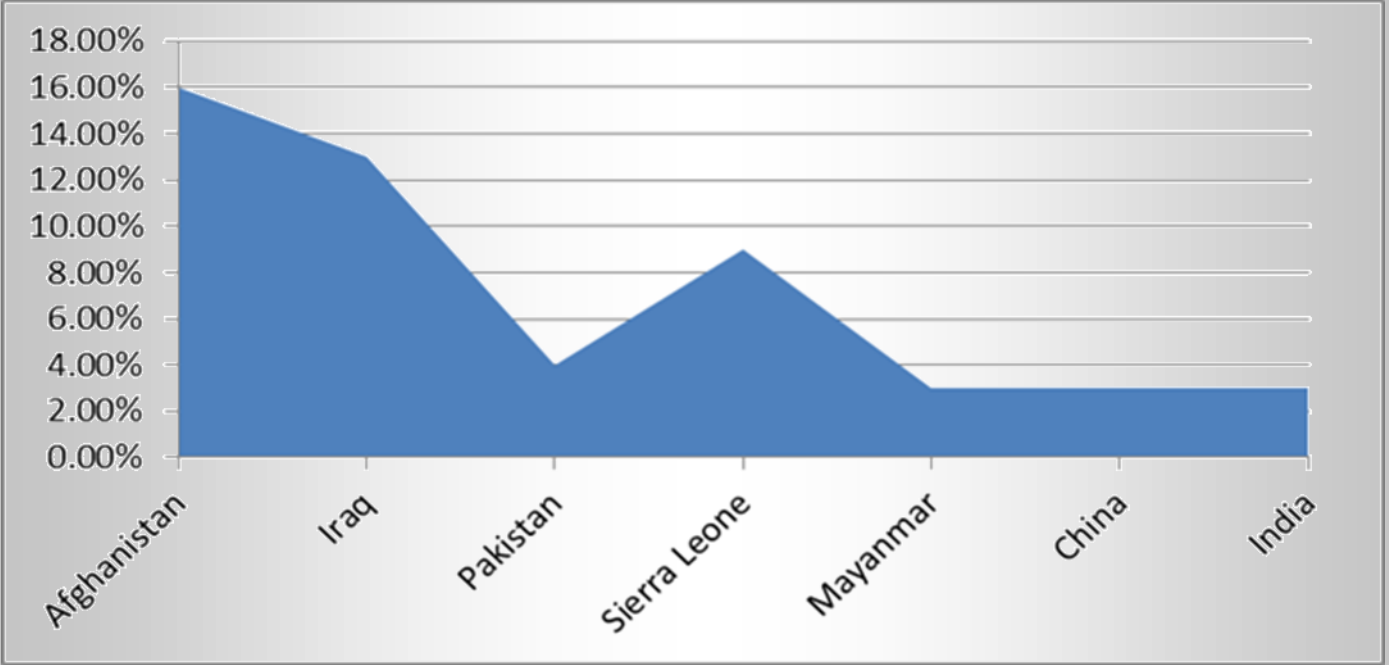
Playgroup – MARSS has run weekly multicultural playgroup. The playgroup is a great place for children to come and play, learn and grow together, and for mums to meet and greet and share views. MARSS has run this program in partnership with Libraries ACT and the ACT Playgroup Association.

Singing and Dancing – MARSS has been holding singing and dancing program weekly on Thursdays for migrant and refugee women to help improve their English, coordination, and to keep fit.

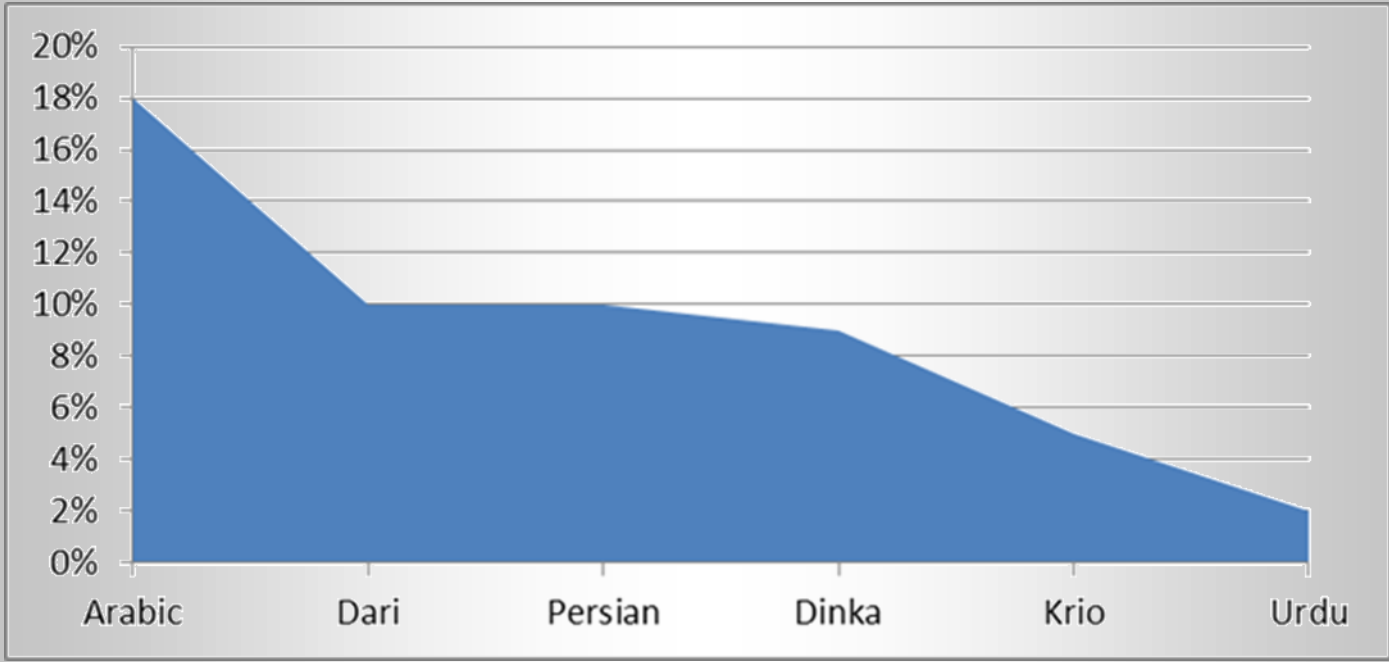
Community Engagement– MARSS has worked closely with the multicultural community to assist them to organise and host activities as required. For example, MARSS has organised singing classes for the Afghani community and also drumming and dancing classes for the Sierra Leonie Community.

Community consultation – MARSS also organized community consultations to assess the needs of the community and to provide the best possible support to address those needs.

Road Ready Program – MARSS Road Ready Program organized a series of lessons teaching clients the ACT road rules in preparation for their Learners (L) knowledge test which was completed in the final lesson. Interpreters were provided by MARSS where required and lessons were taught in a culturally sensitive manner.



The above chart demonstrates the **Most Common Countries of Birth (excluding Australia)** of SSP clients who accessed services during the 2015-16 financial year. The highest number of clients came from Afghanistan at 16% followed by Iraq and Pakistan at 13% and 4% respectively.



This chart demonstrates the **Most Common Languages Spoken at home (excluding English)** of SSP clients accessing services during the 2015-16 financial year. Most of them (18 per cent) speak Arabic in their homes, followed by Dari at 10% and Persian at 10%.



Sewing and Craft Class



International Women's Day celebration participants displaying their artwork

Community Development Program (CDP) Team



Andrew Kazar
Operations Manager/CDP Officer



Lauren Brain
PASS/HTP Officer



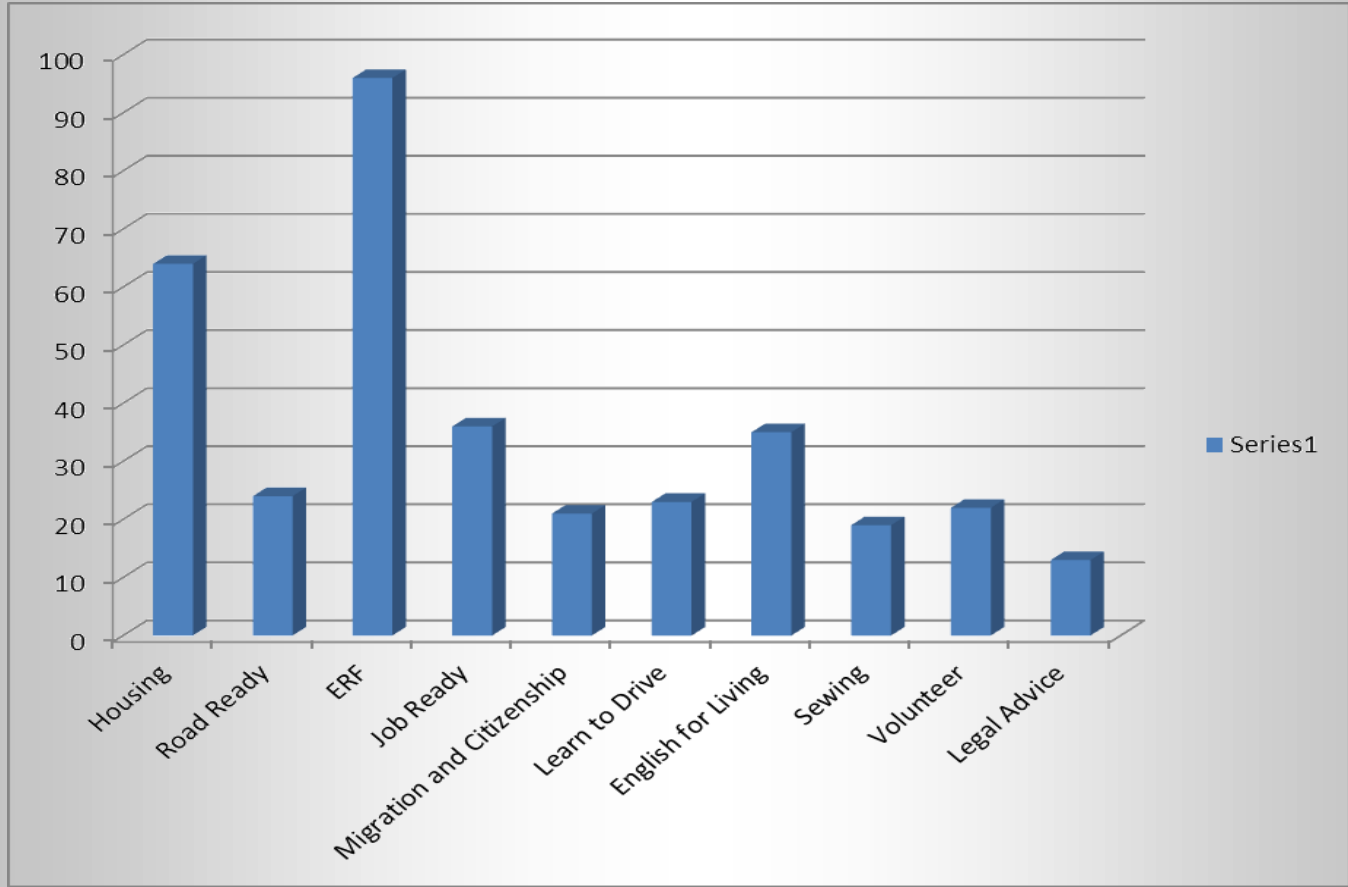
Peter Knauss
Sports Officer

Migrant Support Services (MSS)

Migrant Support Services (MSS) provides settlement services to migrants, refugees and asylum seekers living in the ACT. MSS is funded by the ACT Community Services Directorate – ACT Government to assist clients who are not eligible to access Humanitarian Settlement Services (HSS) or Settlement Services Program (SSP) but, still require some limited settlement supports as an ongoing process.

Migrant Support Services (MSS) provides casework, referral and advocacy services to migrants, refugees in the ACT to achieve sustainable settlement outcomes. The clients of MSS are taken through their settlement journey through the provision of flexible, client centred casework, appropriate referrals to community and mainstream public sector service providers and settlement focused group information sessions.

Top 10 MSS internal and external referrals from 1st January 2016 to 30th June 2016 to address clients’ issues



MARSS Gardening Group





MARSS staff Katrina , Thrishla , Mariam, MARSS CEO with Andrew O'Keefe from channel 7 at the SCOA Triennial International Conference in Melbourne



MARSS staff Niran, Katrina, Thrish , MARSS CEO at the SCOA conference



Cross Cultural training for professionals



MARSS CEO Dewani Bakkum with the High Commissioner for UNHCR Filippo Grandi and Carmen Lazar at the UNHCR ATCR and NGO consultation in Geneva



Business learning class for MARSS sewing group