



Annual Report

2024-25



**MULTICULTURAL
AUSTRALIA**
it's who we are



ACKNOWLEDGEMENT OF COUNTRY



Multicultural Australia acknowledges the traditional custodians of all the lands on which we meet, work and live. We recognise that this land has always been Aboriginal and Torres Strait Islander land and always will be.

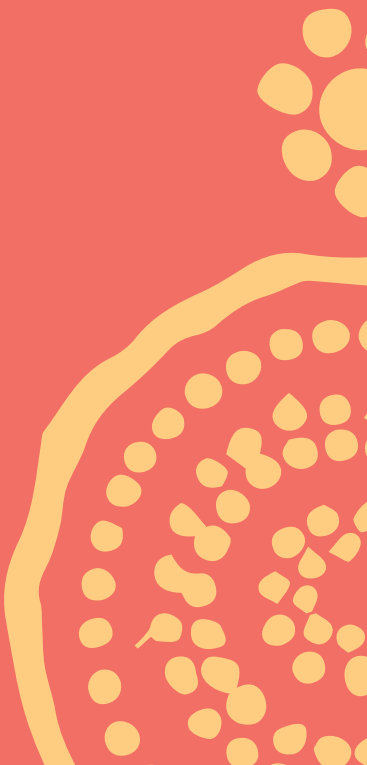
We pay our respects to Aboriginal and Torres Strait Islander Elders – past, present, and emerging – and recognise the immense cultural and linguistic strength and diversity that has existed on this land for tens of thousands of years.

Every day, we work to welcome new Australians from across the world. As we do this, we acknowledge the history and current realities of our First Nations people and understand our individual and collective responsibility towards the achievement of justice, equality, and reconciliation.

Multicultural Australia and the multicultural communities we work closely with realise that understanding the past helps us shape the future. We commit to learning from the knowledge, traditions, stories, spirituality, world views, and experiences of Aboriginal and Torres Strait Islander peoples.

We, who come from many places, acknowledge the welcome offered to us by the traditional custodians of this land, the world's oldest living culture. We express our desire for deeper connection with Australia's First Nations people, as we learn to live on their land.

Multicultural Australia respects and values Australia's First Nations peoples' enormous resilience, courage, determination, and often unrecognised contributions to the country's social and economic development. We walk together in solidarity of the pain of the past and shared hope for the future.



OUR RECONCILIATION ACTION PLAN

Multicultural Australia's 2024 – 2026 Reconciliation Action Plan was launched on 23 October 2024. Working closely with a diversity of clients and community, we have a deep understanding of the need for focused action if progress is to be made toward creating an inclusive society.

Our journey toward this Reconciliation Action Plan across eight years has been one of learning, collaboration and engagement with Aboriginal and Torres Strait Islander Elders, staff, community members, community leaders and members of the culturally and linguistically diverse communities that we work with.

Our vision for Reconciliation is an Australia that accepts the truth of our history, recognises Aboriginal and Torres Strait Islander people as the First Peoples of this country, and listens deeply to, values, celebrates, and learns from Indigenous peoples, cultures and knowledge.

It is a vision in which all Australians are unified in solidarity with each other, not just during significant dates but all year round, and in which Aboriginal and Torres Strait Islander peoples' rights and dignity are upheld.

The importance of creating a Reconciliation Action Plan that is practical, well understood and embedded across our organisation has been central to this process, and refocusing the work on the basis of our recently developed Strategic Plan has elevated this further, allowing the creation of this plan to be intertwined with the framework for our day-to-day work.



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Our story

Multicultural Australia began as a grassroots social movement, dedicated to advancing multiculturalism and building communities where everyone feels they belong.

Since our founding in 1998, we have welcomed tens of thousands of individuals from refugee, asylum seeker, international students, and migrant backgrounds, all with the aim of creating a more equitable and prosperous society.

Today, we are a leading for-purpose multicultural organisation and settlement provider, with a strong, connected place-based presence across both metropolitan and regional Queensland. Our clients and communities are at the heart of everything we do, and we are deeply committed to providing services in person-centered, empowered, and culturally responsive ways.

Our journey over the past 26 years has been guided by an unwavering commitment to creating spaces of welcome, promoting inclusion, and fostering belonging for all. This mission is brought to life through our diverse areas of work—client service delivery, community development, advocacy, cultural capability building, and large-scale community events. In collaboration with people, businesses, communities, and government, we strive to shape a multicultural landscape that benefits everyone.

As we reflect on our impact, we are proud of the lasting contribution we make in the lives of individuals and communities. Our commitment remains firm: to continue delivering real, meaningful change and building a society where everyone can thrive.



Our vision

We create welcome, inclusion and belonging.

Our purpose

We create spaces for new and established Australians to feel included and empowered to thrive in the community. We passionately promote positive conversations about inclusion and belonging for everyone.

Our strategic objectives

We will position Multicultural Australia to:

- ▶ Create Belonging
- ▶ Change the Conversation
- ▶ Be Fit for the Future

Our values

We authentically celebrate and embrace diversity, recognising our differences as strengths and with a passionate commitment to the wellbeing of our people and community.

Welcome

We nurture and promote belonging, trust, and hope, to unite all communities to create a welcoming, safe, and inclusive place for everyone.

Connect

We create a flourishing community that is connected, empowered and culturally rich.

Commit

We strive to create impact and work for justice, driven by our compassion and commitment to our people, community, and future generations.

Empower

We empower our people, our clients, and our community to amplify their voice through intentional and collaborative actions.

Respect

We build on our deep respect for our people and cultures of our community and advocate for dignity, diversity and equality.



Our key achievements



5,000+

HSP clients supported in Queensland



9,500+

clients supported across our programs



300+

clients supported into employment



3,600+

Cultural Capability Training participants



Programs

delivered in Brisbane, Ipswich, Logan, Gold Coast, Toowoomba, Rockhampton, Townsville and Cairns



Launch

Multicultural Australia Reconciliation Plan



26,000

LUMINOUS Festival attendees



2,000+

walked in Luminous Lantern Parade



Message from our Chair and CEO

It is a privilege to present our 2024–25 Annual Report — a year defined by compassion in action, community strength, and building momentum for the future.

This year, more than 9,500 Queenslanders were supported across our humanitarian settlement, youth, employment, community development and cultural capability programs — with over 5,000 individuals welcomed through the Humanitarian Settlement Program alone. These numbers represent far more than service outputs: they represent families rebuilding their lives, young people taking their first steps into education and employment, and communities coming together in solidarity and hope.

Despite the complexities of a rapidly shifting global landscape, our commitment to person-centred, culturally responsive and trauma-informed practice remained unwavering. We continued to invest in holistic wrap-around support, strengthened cross-sector partnerships, expanded programs in regional areas, and amplified lived experience in our decision-making. This practical compassion was complemented by structural improvements across governance, risk, quality, digital capability, and cyber security—all foundations that position Multicultural Australia to thrive into the future.

We also continued to advance multiculturalism in ways that change hearts and minds. LUMINOUS Festival once again lit up Queensland as our state's largest celebration of diversity, welcoming more than 20,000 attendees to South Bank and many more across regional activations. Our Changing the Conversation series brought hundreds of Queenslanders into important civic dialogue across



Dr Mellissa Naidoo
Board Chair
Multicultural Australia



Jo Nelson
Chief Executive Officer
Multicultural Australia

themes of identity, unity and language, while cultural capability programs equipped organisations nationwide to better serve an increasingly diverse Australia.

Our impact is made possible through strong partnerships with the Australian and Queensland Governments, local councils, community leaders, philanthropists, businesses, volunteers, and thousands of Queenslanders who share our vision. Thank you for your trust and commitment.

To our clients and communities: you are the centre of our work, and your resilience is our greatest inspiration.

To our staff, leaders and volunteers: thank you for your professionalism, your compassion, your relentless dedication and energy.

Thank you, too, to our former Chief Executive Officer, Christine Castley, who led Multicultural Australia from November 2021 to 1 July 2025. Christine strengthened community outcomes and partnerships, and positioned the organisation as a thought leader on settlement and inclusion. We thank her for her dedicated service.

We must also thank our Board Directors for their stewardship, governance and unwavering commitment to our purpose, providing the guidance and oversight that enables Multicultural Australia to deliver lasting impact.

Message from our Chair and CEO cont.

During the year we witnessed many global and national challenges that impacted locally on our clients and communities. Global conflict and division placed pressure on social cohesion, with strained inter-community relations and fraught debates over immigration. Overlaid with economic, financial, and cost-of-living pressures that strained our communities and institutions, this year raised important questions for us as a nation.

These national and local experiences highlighted the importance of Multicultural Australia's work to strengthen and support multiculturalism, while maintaining commitment to progress reconciliation with our First Nations peoples.

We remain committed to finding new and innovative approaches to strengthen multiculturalism and building connections within and between communities. We also would like to acknowledge the leadership provided by the Expert Panel, including our Chief Executive, that led a review into multiculturalism in Australia. The Multicultural Framework Review and Report *Towards Fairness: A multicultural Australia for all* provides a strong, foundational roadmap to modernise Australia's approach to diversity.

We approach the future acknowledging present challenges and remaining steadfastly focused on the work needed to progress reconciliation and solidarity, to strengthen community relationships, and build genuine belonging for our communities.

As we look ahead, we do so with optimism.

With a modernised strategic framework built to Create Belonging, Change the Conversation, and ensure we are Fit for the Future, Multicultural Australia is positioned for the next chapter — one where we strengthen community, elevate multicultural voices, and continue building a Queensland where everyone has the opportunity to thrive.

Dr Mellissa Naidoo

Board Chair

Jo Nelson

Chief Executive Officer

Message from our Patron



As Governor of Queensland and Patron of Multicultural Australia, I am delighted to acknowledge the important contribution this organisation continues to make to our State.

The past year has brought many achievements for an organisation which, at its heart, is about people — welcoming new Queenslanders, including refugees and migrants, supporting families, and helping communities to grow stronger together. Thousands of humanitarian entrants were supported to settle across Queensland during the year, finding safety and the chance to build new lives.

In Toowoomba and Brisbane, more than 250 life skills sessions reached close to 1,100 clients, giving practical support and confidence in navigating daily challenges. The Toowoomba Skilling Queenslanders for Work program, a finalist in the Darling Downs South West Queensland Training Awards, has since secured long-term funding — a powerful endorsement of its impact. And when cyclones and severe weather tested our communities, Multicultural Australia was there, helping people to come together and support one another.

November 2024 marked the launch of the Innovative Reconciliation Action Plan 2024–2026, a bold commitment to cultural respect, meaningful partnerships and creating opportunity for all.

This vision of inclusion is matched by the joy of celebration. The LUMINOUS Festival drew more than 30,000 people, including 20,000 who joined the vibrant parade through South Bank — Queensland’s largest multicultural celebration. LUMINOUS in the Neighbourhood extended this spirit to community events such as Mabel Park State High School’s Multicultural Night and Townsville’s first-ever LUMINOUS at Aitkenvale State School’s centenary. For the first time, LUMINOUS travelled interstate, lighting up Melbourne’s Queen Victoria Market with partner organisation AMES Australia, which provides settlement, education, training and employment services for migrants, refugees and asylum seekers.

I commend Multicultural Australia for its vision, compassion and leadership. Congratulations on another year of extraordinary service to Queenslanders.

**Her Excellency the Honourable
Dr Jeannette Young AC PSM,**
Governor of Queensland



Governance

Multicultural Australia maintains strong, transparent corporate governance and modern risk management practices aligned with ACNC Governance Standards, the Corporations Act, and its Constitution. These practices support organisational sustainability, effective service delivery, and stakeholder confidence.

Governance is underpinned by a regularly reviewed suite of policies and procedures that ensure accountability, effective decision making, and legal and regulatory compliance. Oversight is provided by a Board of Directors operating under a formal Charter, meeting up to ten times a year, including quarterly strategic sessions with the Executive Leadership Team.

The Board is supported by two advisory sub committees—Audit and Risk, and People and Culture—and by a dedicated Governance, Quality and Risk team that strengthens governance capability across the organisation to improve client outcomes.

- ▶ Maintained ISO 27001 accreditation for Information Security Management Systems in 2024–25, supporting strong information confidentiality, integrity and accessibility
- ▶ Data protection framework aligns with privacy legislation, is regularly reviewed, and supported by continuous staff training
- ▶ Risk management processes align with ISO 31000:2018 and are reviewed regularly
- ▶ Organisation wide risk reviews conducted with executive and senior leaders to identify, manage and monitor emerging risks
- ▶ Maintained ISO 9001 quality system certification, held since 2014
- ▶ Achieved recertification under the Human Services Quality Framework (HSQF) for the Unaccompanied Humanitarian Minors program, held since 2018
- ▶ Operates as a registered charity and Deductible Gift Recipient (DGR) endorsed by the ATO
- ▶ Uses an independent external whistle blower service to promote transparency, ethical behaviour, and provide strong whistle blower protections

Our Board



Dr Mellissa Naidoo
Chair

Dr Mellissa Naidoo joined the Board in August 2022 and was appointed Chair of the Board on 24 February 2024. Prior to her appointment as Chair, Dr Naidoo was Deputy Chair of the Board (6 September 2023 to 23 February 2024), and was a member of the Audit and Risk Committee. Dr Naidoo has extensive experience in governance and healthcare, having held several senior executive roles across the health and insurance industries. She is passionate about improving health outcomes in equity-deserving populations and holds a diverse non-executive portfolio spanning the arts, health and education sectors as social determinants of health and wellbeing.



Ed Box
Deputy Chair

Ed Box joined the Board in August 2021, has held the role of Audit and Risk Committee Chair since November 2021, and was appointed Deputy Chair on 24 February 2024. Mr Box has more than 30 years' of experience in financial services and a proven track record in business transformation and building high-performing businesses. He has held senior executive roles in the banking sector, most recently as the Bank of Queensland's General Manager of Retail Distribution. Mr Box was a member of BoQ's Diversity and Inclusion Council and Chair of their Multicultural Council and, at CBA, he oversaw Migrant Financial Services and established their Multicultural Council.



Peter Forday
Director

Peter Forday joined the Board in July 2011 and was Chair of the Board from November 2016 to June 2021. He is a current member of the People and Culture Committee, and a former member of the Audit and Risk Committee.

Mr Forday has extensive experience in governance, not-for-profit and social services, and currently holds non-executive Director roles, including with YFS Ltd and Mental Health Lived Experience Peak Queensland Ltd. He is a management consultant specialising in leadership coaching and strategic group facilitation and is an Industry Fellow with Griffith University. He holds a Bachelor of Speech Therapy (Hons), a Graduate Diploma in Social Sciences (Counselling), a Level 4 Certificate in Program Design and Facilitation.



Prof Jessica Gallagher
Director

Professor Jessica Gallagher joined the Board in August 2021 and is a member of the People and Culture Committee. She is the Deputy Vice Chancellor, International and External Engagement at Adelaide University, previously holding the positions of Deputy Vice-Chancellor, External Engagement at the University of Adelaide and Pro-Vice-Chancellor of Global Engagement and Entrepreneurship at The University of Queensland. She brings extensive experience in strategy development, delivery of innovative engagement programs, and building highly effective global partnerships across sectors. Prof Gallagher holds non-executive Director roles with the Adelaide Film Festival and the Committee of Adelaide.

Our Board cont.



Dr Diaswati Mardiasmo
Director

Dr Asti Mardiasmo joined the Board in August 2022 and is a member of the Audit and Risk Committee. She is the Chief Economist of PRD Real Estate, where she leads a nation-wide research team, and is an industry co-lecturer and research supervisor for QUT's Bachelor of Property Economics. Dr Mardiasmo is a member of the Brisbane 2032 Olympic and Paralympic Games Legacy Committee, the Residential Committee 2021-22 for the Property Council of Australia, the Reserve Bank of Australia Liaison Program, and she sits on the Board of Directors for UPLIFT Affordable Housing company.



Ben Bolt
Director

Ben Bolt joined the Board in February 2023, after completing the Observership Program with the Board, and was appointed Chair of the People and Culture Committee on 6 September 2023. A proud Bundjalung man, Mr Bolt is committed to amplifying diverse voices to promote social cohesion and equity and has spent more than a decade in leadership and management roles within values-led organisations that provide important social services at scale. He is the National Manager, Recruitment and Onboarding for Services Australia.



Jamila Padhee
Director

Jamila Padhee joined the Board in March 2024 and is a member of the Audit and Risk Committee. Ms Padhee has more than 25 years' experience working with people from refugee backgrounds, people seeking asylum, and migrants in Queensland, in a variety of casework, community development and leadership roles, including as the Co-CEO of the Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT, from February 2019 to December 2022). She was also the Deputy CEO of Multicultural Australia from September 2015 to December 2018, having held various roles in the organisation since March 2003. Ms Padhee holds a Bachelor of Social Work (Honours) and a Bachelor of Arts (Anthropology).



Our Executive Leadership Team



Christine Castley

Chief Executive Officer, to 1 July 2025

Christine Castley is an experienced senior executive leader, with expertise in organisational transformation and change management, strategic governance, project management, policy, community engagement, operations, and service delivery.

Christine is a passionate advocate for equal access to justice and services for everyone regardless of their gender, beliefs or circumstances, and is committed to helping the most disadvantaged people in our community, including refugees, migrants and asylum seekers, to live in safety and to go about their lives free from danger or harm.

* Ms Castley resigned on 1 July 2025



Jo Nelson

Chief Executive Officer, from 1 July (interim)
Deputy Chief Executive & Company Secretary, to 30 June 2025

Jo Nelson joined Multicultural Australia in April 2023, following a broad career in corporate finance, public health and aviation safety. An experienced, values-driven executive, she has led multifunction teams across corporate and business services, including human resources, information technology, business strategy, corporate performance, communication and governance. Jo is passionate about equity, diversity and inclusion, and is unwavering in her pursuit of client-centred service delivery to support our most vulnerable communities and individuals.



Our Executive Leadership Team



Heath Goldfinch
Chief Operations Officer

Heath Goldfinch is Chief Operations Officer at MA, leading the organisation's operational functions with a focus on performance, integrity, and alignment to purpose. He oversees Finance and Procurement, ICT, Contracts Management, Business Analytics, and Facilities. A Certified Practising Accountant with a Master of Professional Accounting, Heath brings cross-sector experience spanning not-for-profit and commercial industries. He is known for strengthening systems, improving efficiency, and enabling high-quality service delivery. Grounded in accountability and social justice, Heath ensures operations support the organisation's mission to serve newly arrived Queenslanders and culturally diverse communities.



Jason Olsson-Seeto
Chief Development Officer

Jason Olsson-Seeto is Chief Development Officer at MA, bringing over 25 years of experience in strategy, marketing, communications and stakeholder engagement. He leads a broad portfolio spanning partnerships, community engagement, employment and youth programs, communications, major events, and revenue generation, as well as regional growth. Jason is known for a values-driven leadership style that combines commercial acumen with a deep commitment to equity, inclusion, and community empowerment. He is focused on positioning Multicultural Australia as a forward-looking, impactful organisation—one that continues to create opportunity, strengthen communities, and foster a genuine sense of belonging for all Queenslanders.



Rose Dash
Chief Client Officer, to 28 March 2025*

Rose Dash is an experienced leader across the refugee and multicultural sectors in Queensland and internationally. With qualifications in social work and business, she brings over a decade of expertise in service delivery, including torture and trauma and community development. She is known for working effectively with diverse communities and supporting individuals and families with complex needs. Rose has a strong track record in translating strategy into practical, high-impact operations that strengthen service quality and community engagement. Her leadership is grounded in inclusion, cultural responsiveness, and person-centred practice. She is committed to supporting new arrivals to rebuild their lives and to fostering safe, welcoming communities.

* Ms Dash took a period of leave for the balance of the reporting period



Jo-Ann Cochran
Chief Client Officer, from 29 March 2025 (interim)

Jo-Ann Cochran is Interim Chief Client Officer at MA, with more than 20 years of senior leadership experience across the community, settlement, and human services sectors. A qualified social worker with First Class Honours, she is recognised for her strategic insight and inclusive leadership. Jo-Ann has led multidisciplinary teams in complex environments and played a key role in shaping culturally responsive, client-centred services. She is highly regarded for identifying emerging client needs and translating them into service improvements that deliver impact. A Commissioner for Declarations and long-standing advocate, Jo-Ann is committed to empowering individuals and strengthening inclusive communities through collaboration and innovation.



Create belonging

We will work to create pathways to belonging and build an enriched community where all feel welcome, valued and safe. We will work in ways that ensure settlement success, generate opportunities and build a collaborative community.

Settlement success

Deliver exceptional services shaped by client and community voices and grounded in holistic, culturally responsive and evidence-based practice.

Work with our clients to create a safe environment where they feel connected to their community and empowered to realise their aspirations.

Generate opportunities

Deliver targeted pathways to belonging that provide our clients a high degree of self-reliance and enable them to prosper and contribute to their community.

Collaborative communities

Establish authentic and meaningful collaboration to build a welcoming and inclusive environment where new and established Australians feel they belong and are empowered to contribute, grow, and establish independence.



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Humanitarian Settlement Program

Multicultural Australia is the leading humanitarian settlement organisation in Queensland. In the 2024-25 financial year we proudly provided settlement support to more than 5,000 people across Queensland, including place-based subcontract arrangements with our partners Centacare FNQ in Cairns, Townsville Multicultural Support Group and Multicultural Communities Council of Gold Coast.

Over the past year, our teams have assisted newcomers to help adapt and integrate into their new home and community. Our commitment has been to provide a warm welcome while delivering a high-quality service. We aim to empower clients to build their independence and foster a sense of connection and belonging with their new community.

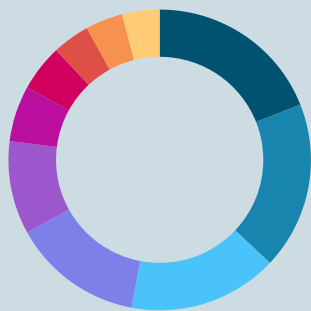
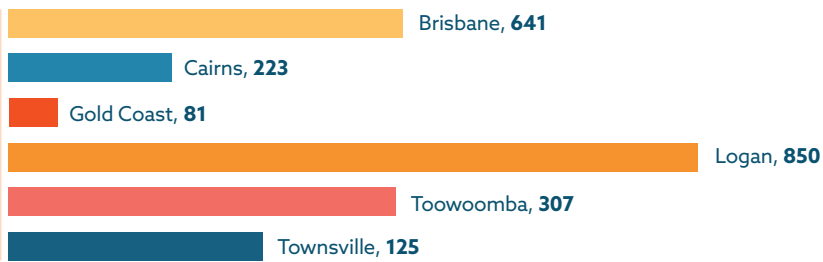
In this reporting period Multicultural Australia has successfully transitioned to a new integrated service delivery model in the Brisbane and Logan regions. The model is designed to streamline operations, improve settlement outcomes for clients, and enhance coordination across programs. Our model is based on our own understanding and experience of the core areas for settlement practice and aligns with MA's own practice frameworks and The Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework.



5,000+

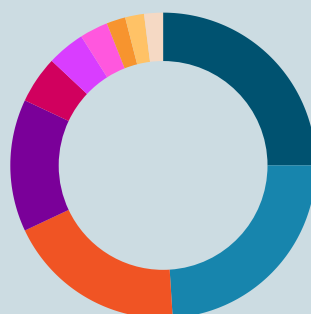
new and existing clients supported in Queensland

New arrival clients by region, QLD 24-25FY



Top 10 ethnicities of new arrivals, QLD 24-25FY

- Afghan (Hazara), 19%
- Rohingya, 18%
- Kurdish, 16%
- Congolese, 14%
- Chin, 10%
- Tajik, 6%
- Pashtun, 5%
- Tutsi, 4%
- Syrian, 4%
- Palestinian, 4%



Top 10 citizenships of new arrivals, QLD 24-25FY

- Myanmar, 25%
- Afghanistan, 24%
- Congo (DRC), 19%
- Iraq, 14%
- Syria, 5%
- Ethiopia, 4%
- Occupied Palestinian Territory, 3%
- Burundi, 2%
- Somalia, 2%
- Eritrea, 2%



Our model includes:

- + Welcome Team (arrival to six months) – focusing on ensuring good foundations
- + Connection and Belonging Team (seven to 18 months) to ensure engagement and independence, enhancing a sense of belonging, and promoting wellbeing.
- + Specialised and Intensive Support services – complex case

Key inclusions in our service delivery include:

- + One-on-one case management support
- + Placed-based intake
- + Outreach clinics
- + Lifeskills group sessions
- + Employment readiness group workshops
- + Social activities
- + Linking with local community including community/neighbourhood centres



Create belonging



Over the past year, we supported the rapidly growing Rohingya community in Brisbane and Logan, many of whom arrived after long-term displacement. We tailored services through targeted pre-arrival planning, bicultural workforce recruitment and development, and coordinated stakeholder engagement and briefings. This approach strengthened service connections across Queensland, delivered intensive case management, and built strong partnerships with community members and emerging leaders to support long-term settlement and belonging.

Thank you Multicultural Australia for your support towards our Rohingya community - especially the newly arrived families. Your presence at our gathering and the ongoing care MA provide mean so much to us. We are grateful for the encouragement, guidance, and kindness you continue to show as our people rebuild their lives here in Queensland. Rabi Alam (Rohingya Youth Leader)

During the 2024-25 financial year, our Specialised and Intensive Services across the state supported over 600 clients with complex barriers to settlement by providing comprehensive case management support. We work closely with a range of providers including healthcare and disability providers to build stronger relationships and ensure tailored care for each client.

Multicultural Australia's Life Skills, Orientation and Education program plays a vital role in supporting newly arrived individuals and families to build the practical knowledge and confidence needed to navigate life in Australia. The program and content development is informed by client needs, interests and insights – to ensure it remains relevant, accessible, and aligned with the evolving needs of newly arrived communities. The delivery of MA Life Skills, Orientation and Education programs is across all our regions and includes:

- All clients are invited and assisted to attend a in house two-day interactive workshops within the first four weeks of arrival.
- In addition, clients are invited to weekly information session covering areas such as digital literacy, housing, health, employment readiness, financial literacy, Australian law, health relationships delivered in conjunction with specialist stakeholders.
- We expanded home delivery sessions to overcome mobility and health barriers, ensuring vulnerable participants can still access information and develop knowledge. This approach also allows for more tailored services and responsive, real-time support.

It has been our great pleasure to provide settlement support over the past year. Working alongside individuals and families as they build their new lives has been both a privilege and a source of inspiration. We are proud to be part of fostering belonging, opportunity, and hope for our families' futures.





In February 2025 the UHM team was re-accredited under the Human Service Quality Framework. The auditor viewed two of the residential homes and eight desktop client file reviews, as well as auditing the program and organisation against the HSQF standards. Multicultural Australia received positive feedback on the quality of case management and behaviour support plans, the presentation and safety of the residential homes and our detailed risk assessments.

Unaccompanied Humanitarian Minors

The Unaccompanied Humanitarian Minors (UHM) Program, funded through the Department of Home Affairs, is dedicated to supporting young people in establishing their lives in Australia, guiding them on their journeys of healing, growth, and independence. Multicultural Australia supports unaccompanied minors in both the Greater Brisbane and Toowoomba regions in residential care and kinship placements.

Many young people arrive with high hopes for their future and a strong desire to learn and connect with their communities. However, this journey often presents significant challenges, including the complex effects of trauma, ongoing grief due to separation from family and the difficulties of adjusting to life in Australia.

This year, the UHM Program continued to focus on creating a sense of stability, belonging and connection for young people – key foundations for healing and growth. Beyond day-to-day care and case management, we worked to build meaningful experiences that support people’s social, emotional and life-skills development.

Throughout the year we ran a series of lifeskills and recreational activities – ranging from budgeting, healthy relationships, kayaking, water aerobics, and ice skating.

A key highlight included:

Our annual camp was hosted at Camp Duckadang. Young people and staff came together for outdoor adventures, team challenges, and shared meals around the fire. The camp provided a valuable opportunity for young people to strengthen peer relationships and connect with safe, supportive adults, while also challenging themselves to try new experiences. Observations throughout the camp highlighted increased confidence, engagement, and moments of genuine joy—young people laughing, relaxing, and creating meaningful memories in a safe and inclusive environment.





5,207

case management support sessions



5,304

referrals to support clients



3,098

individuals supported through case management



133

group sessions



51

cultural communities impacted

Settlement Engagement and Transition Support

The past year has seen the implementation of our new contract under the Settlement Engagement and Transition Support (SETS) program, funded through Department of Home Affairs, and an expansion of our SETS services to new regions. Multicultural Australia also partners with Townsville Multicultural Support Group (TMSG) to deliver SETS services in Townsville region. The SETS program services play a critical role in the settlement process, offering the next stages of support to humanitarian entrants that have exited HSP program and support to eligible migrant entrants to ensure they have a level of support that can enable them to thrive in their new communities.

SETS program and past iterations have been an important and long-standing service delivered by Multicultural Australia that dates to the early foundational years of the organisation and integral to our high-quality practice. The SETS program is flexible to evolve and improve, with a consistent focus toward fostering a sense of belonging and building independence for our clients and their communities. The new contract also included a return of funding for our Community Capacity Building initiatives, a focus on family safety and some additional eligible visa categories (e.g. PEV visa).

Overall, the program aims toward social participation, economic well-being, independence, and personal well-being for clients and communities.

Some of the key services we offer include:

- Intake services
- Case management support
- Targeted group work education sessions
- Regular social and connection groups
- Supported referrals to mainstream services and community services
- Collaborations with other service agencies
- Capacity building work with cultural community leaders
- Specific initiatives to support communities and build ongoing capacity

Services are tailored to meet the diverse needs of clients at various stages of their settlement journeys, facilitated through comprehensive assessments by experienced Case Managers and individualised case plans. We are also able to respond to our communities' needs through our long-established connection and experience in working with community leaders and community work.

The flexibility of the SETS program allows for innovative approaches in addressing client needs and achieving successful settlement outcomes. We have further developed a range of group work and education sessions over the past year that offer peer learning and connection opportunities to SETS clients.



400+

people supported*

*including sponsors,
applications overseas and new
arrival entrants

Community Support Program

The Community Support Program (CSP) enables individuals, families, communities, and businesses to sponsor humanitarian visa applicants with employment prospects, facilitating a smoother transition for new arrivals as they settle in Australia.

The CSP offers an additional pathway for individuals fleeing conflict and persecution to find a secure and stable environment in Australia. Through sponsorship by their Australian supporters, the program fosters settlement through active community involvement. This ensures that new arrivals have access to secure housing, local services, education, and employment within weeks of their arrival, laying a strong foundation for a prosperous future.

Participation in the CSP represents a significant commitment from Australian supporters, who contribute financially and agree to assist with various settlement needs. This initiative highlights the dedication of communities to support new arrivals and their aspirations to build new lives, ultimately contributing to Australia's future.



Community Development



The Community Development team has continued to collaborate with key partners in both cultural and local communities, fostering opportunities for connection and capacity building for all.

The team's work is firmly grounded in the goals and aspirations of Multicultural Australia, focused on creating belonging, changing the conversation and amplifying community voice.

In 2024-25, the team engaged over 2,500 individuals to create welcoming environments and drive positive outcomes through the following initiatives.

Family Peace building

This collaborative work with our partners from RAILS and Souths Community Hub and Cultural and faith leaders from a variety of communities continue to explore ways to prevent and respond to Domestic and Family Violence. Thanks to support from the Queensland Government the team have continued to provide training and capacity building for Bi-Cultural workers and faith and cultural leaders as well as co-designing cultural capability for the Domestic and Violence Sector to increase cultural responsiveness in service delivery.

Cultural Leadership Gatherings and Forums

Leaders from cultural communities continue to unite and collaborate through various gatherings and forums to discuss shared aspirations and challenges, including domestic and family violence, law reforms, support for youth mental health and wellbeing and racism. More than 135 faith and community leaders have engaged in the leaders' forums in collaboration with key stakeholders such as QPASTT across the year. These forums engage leaders across Brisbane, Logan, Ipswich and Toowoomba.

Disaster Resilience

In the face of Cyclone Alfred in March 2025 the CD team worked with other settlement services and cultural communities across SE Qld to provide collaborative responses. Remembering the lessons learned during COVID this collaboration of organisations worked together to provide an online briefing for community leaders to hear directly from responders and share their own community preparations before the event. With incredibly short notice more than 100 cultural and faith leaders joined online to connect with each other and support their community. A WhatsApp group was formed with leaders to ensure one line of communication from across services providers.

Financial and Digital Literacy Training

The delivery of financial and digital literacy programs continued, empowering newly arrived Queenslanders with the skills needed to participate in economic opportunities and enhance their livelihoods.

Development of Asylum Seeker and Refugee Assistance (ASRA) Hubs

ASRA hubs have been further transformed into spaces that not only provide essential services but also offer a welcoming and engaging atmosphere, fostering connection, purpose, and hospitality for asylum seekers.

These achievements reflect the team's commitment to building stronger, more inclusive communities that support the well-being and prosperity of all members.



150

new clients over the year

65-94

years old age range of clients

24

different countries of birth (or nationalities)

10

Information sessions delivered to specific cultural communities

101

promotional activities within networks and with health professionals and the age care sector

2

Cultural Capability Training regarding Respect and Inclusion delivered to Aged Care Workforce

Care Finder

Multicultural Australia's Care Finder Program was successfully extended to 2029. This continuation will cover the Brisbane Metro South region and the additions of the Redlands region and the potential to support people in Scenic Rim and Southern Moreton Bay Islands. This is a very welcome expansion of our Care Finder service that has made a critical difference to the lives of many of our seniors since starting in early 2023.

The program serves senior individuals (aged 65 and over) from culturally and linguistically diverse communities to link to aged care services and support to improve their lives. Many older people from diverse cultural backgrounds face significant barriers in accessing My Aged Care services and culturally appropriate providers, often due to language, cultural differences, or a lack of support in navigating these complex systems.

The program's Care Finder Coordinators provide culturally aware and personalised assistance to help vulnerable older individuals navigate the aged care system, ensuring they can access the services and support necessary to enhance their quality of life.

Central to this service is the commitment to building trust and fostering a sense of safety for clients and their families during this important stage of life. By facilitating access to essential aged care services and supporting informed decision-making, the program ensures equitable access for all community members. In turn, this inclusivity strengthens and enriches the broader community.





14

GP practices registered for refugees bulk-billing care



80

participants have joined the Hockey program



\$80,000

Department of Sport and Recreation grant

to expand the hockey program with the Toowoomba Hockey Association

Refugee Health Outreach Program

The Refugee Health Outreach Program (funded by Darling Downs and West Moreton PHN), delivered by Multicultural Australia, supports the health and wellbeing of newly arrived refugees through a Refugee Health Officer and Bicultural Health Worker.

This year, the program built capacity across the health sector through cultural awareness education for GPs, allied health, and emergency services – including bimonthly sessions for new Queensland Ambulance Services recruits.

The team assisted case managers with complex medical cases, created psycho-social programs to promote wellbeing, and developed innovative health resources such as a visual communication board and Pilates QR code links. Health education was embedded into community activities like Hockey, Pilates, sewing groups, and TAFE sessions.

Highlights included securing an \$80,000 Department of Sport and Recreation grant to expand the Hockey program with the Toowoomba Hockey Association, attracting two ministerial visits, and being featured on SBS News.

More than 80 participants have joined the Hockey program, while weekly Pilates and sewing sessions continue to foster connection, mental wellbeing, and preventative health across the community.







250

young people attended work readiness programs



supported into employment



participated in workplace experience



engaged in education and training supports



engaged in social, sports and cultural activities

Migrant Youth Vision Project

Our Migrant Youth Vision Project exists to understand the individual needs and aspirations of young people from multicultural backgrounds and creates opportunities for them to thrive. Funded through the Department of Home Affairs, Youth Transition Support program. The program supports youth aged 15-24, with a focus on education, employment, training, and community connections.

Offering both one-on-one support and group work, the service model is flexible to meet the needs of the young people we walk alongside.

Keys2Freedom

Multicultural Australia continued its collaboration with the Queensland Police Service and Easy As Driver Training. Keys2Freedom workshop prepares participants for their Prep L courses and equips them with the knowledge to drive safely and understand road safety, helping to reduce unsafe driving behaviors.

Multicultural Australia secured a grant from the Department of Transport and Main Roads under the Community Road Safety Grant to provide subsidised driving lessons for program participants.

In 2024-25, 62 Multicultural Youth Voice Project (MYVP) clients have completed the program, with 52 successfully completing their driving lessons.

EKKA Recruitment Program

Multicultural Australia once again partnered with the Royal National Agricultural and Industrial Association (RNA) to provide employment opportunities at the EKKA this year. Teaming up with Southbank TAFE, Multicultural Australia delivered a six-week job readiness program at Southbank TAFE for AMEP students, covering resumes, STAR interviews, job search, and workplace etiquette. Part of an EKKA

recruitment drive in partnership with Brisbane RNA Showgrounds, led to 44 interviews across three intakes, with 32 young people securing casual paid roles.

TRACTION workshop

With funding from Brisbane City Council, Multicultural Australia partnered with TRACTION to deliver bike-building workshops where young people learned how to build and maintain bikes.

Over the financial year, three program intakes were completed, with 35 MYVP clients successfully building their own bikes. This hands-on workshop not only provided practical skills but also fostered a sense of achievement and independence.

Multicultural Australia Annual Youth Cup

In September 2024, we expanded our Multicultural Australia Annual Youth Cup and collaborated with Settlement Services International (SSI) and QPASTT to deliver a soccer tournament for young people from Brisbane, Logan and Ipswich regions. In partnership with Football Queensland, the event saw 80 young people aged between 15-24 years from migrant and refugee background participate in 12 teams for the tournament.

Ipswich Youth Community Festival

In celebration of Youth Week, Multicultural Australia partnered with Queensland Police Youth Crime Responder Team to deliver a youth festival. The festival hosted 18 stakeholders who provided stalls and activities for young people to learn about services that can support them. The event had 85 registered young people attend and an overall number of 160 attendees.

Youth in Toowoomba

To build belonging and wellbeing among CALD youth, the team delivered a series of school holiday and community engagement events:

- **Come & Try Hockey Day (in partnership with Toowoomba Hockey Association)** – the activity engaged 40 young people in hockey skill-building and friendly games, promoting physical activity, teamwork, and inclusion. Weekly hockey sessions followed.
- **Soccer Fun Day (in collaboration with Mercy Community)** – the activity brought together 30 young people for a day of soccer drills, games, and multicultural peer interaction.
- **Movie Day** for 15 young participants, many experiencing a cinema visit for the first time. This activity created a fun, culturally inclusive outing and strengthened social bonds.
- **Other Social Activities** including BBQs in the park, picnics, swimming excursions, and other recreational trips, offering safe and welcoming environments for young people to connect and unwind.





24

high school students completed the program



62

young people developed barista skills in total

Welcome Café

The Welcome Café program continues to provide valuable work experience opportunities through its six-week barista training program, in collaboration with Milpera State High School and St. James College.

The program offers participants both hands-on work experience and job readiness training. Over the year, 24 young people from both schools took part in the program.

In total, the Welcome Café has supported 62 young people in developing barista skills, gaining insight into Australian work culture, improving their English, and securing their first professional reference in Australia.

Multicultural Australia's partnership with the Wise Foundation remains strong, with eight Youth Transition Service clients successfully transitioning into paid employment at The Gardens Club café, located in the Brisbane City Botanic Gardens.





390

students

International student support

Multicultural Australia continued international student support at the Gold Coast Student Hub. Funded by Experience Gold Coast, 2025 marked eight years of collaboration, supporting Gold Coast students across various study institutions with issues around employment, housing, finance and other pressing issues.



26

workshops and 7
information sessions.

Multicultural Australia also organised various workshops and information sessions. Topics included English Conversation classes, Work Rights workshops, Australian Tax Office facilitated Taxation Workshops as well as Storm Readiness preparation.





605

Clients supported under ASRA

Asylum Seeker and Refugee Assistance

The Asylum Seeker and Refugee Assistance (ASRA) is a collaboration of seven partner-agencies, under the lead of Community Qld, and funded through Queensland Government via Multicultural Affairs Queensland, who work together to support well-being and develop collaborative efforts to support asylum seekers who may have limited access to financial means or support. Each agency has lead responsibilities that cover a range of supports under the ASRA program and coordinate regularly together as partners to ensure holistic support to clients in need.



301

Clients receiving regular case coordination and Emergency Relief

Under the ASRA program, Multicultural Australia's role includes the management of monthly Emergency Relief (ER) payments for eligible clients, case coordination support for clients, specialised employment support and hub coordination for the Logan and Gatton Hubs.



95

Provided employment support

During the past year, Multicultural Australia's Case Coordination Team has delivered tailored, trauma-informed support to ASRA eligible clients, including individuals on Bridging Visas, individuals without visa status, and families impacted by conflict zones such as in the current Middle East conflict. Many of these clients face systemic barriers to mainstream services, permanent residency pathways, and social participation. Through a combination of direct assistance, strategic partnerships, advocacy and through building trust with clients, the team has worked to reduce distress, address urgent needs, and promoted long-term stability and independence.

Our ASRA employment team delivers tailored, trauma-informed job readiness and employment support to ASRA clients with diverse needs. Many face additional barriers linked to short-term visas and uncertainty around work rights, which can limit opportunities and create financial risk. In response, the team combines practical support such as interview preparation, work rights guidance, and digital literacy, with proactive employer engagement and ongoing post-placement support.



ASRA is available Queensland-wide.

Hubs are in Logan, Indooroopilly and Gatton.

Our hub coordination of Logan Hub weekly and the Gatton Hub monthly, aims to ensure a welcoming space and professional coordination of ASRA services so that they are readily available as a regular and locally accessible space for people seeking asylum in these regions.



Change the conversation

We will seize opportunities to advance multiculturalism and create welcome and belonging. We will seek to have impact and influence, amplified voice and strong and strategic partnerships to ensure that the refugee and migrant community is represented in our society.

Impact and influence

Use our voice and actions to champion multiculturalism and use a research-led, evidence-based and embedded client voice framework to deliver measurable impact.

Amplified voice

Celebrate the strengths of multiculturalism through services, programs, events and celebrations that advance and amplify the diversity of our community.

Strong and strategic partnerships

Leverage and grow our strategic partnerships that are consistent with our vision and purpose.



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500+

Queenslanders
attended a Changing
the Conversation event



60+

MOSAIC choir members
from diverse cultural
backgrounds

Connecting through arts

Changing the Conversation, a three-part conversation series delivered in partnership with Queensland Performing Arts Centre (QPAC), attracted more than 500 Queenslanders from a wide range of backgrounds to engage with issues impacting all Australians. The topics explored over the past financial year include:

- + Words that Bind – Creating unity through our many languages
- + Who are We? Identity in a Multicultural Australia

MOSAIC Multicultural Choir engages diverse voices from our community on a journey of cultural exchange and growing cultural intelligence. Created to advance multiculturalism in Queensland using the arts as a vehicle to do so, the partnership has brought members of the broader community and the multicultural community on the journey, through exciting opportunities that improve access and build equity.

A collective of Brisbane-based individuals from diverse cultural backgrounds and age groups, who meet weekly to share in song and practice cultural exchange. The choir has performed at a number of key events including:

- + An Evening with Vika & Linda, Heal Concert, Queensland Performing Arts Centre
- + LUMINOUS Festival (Citizenship Ceremony and Official Opening), South Bank Parklands
- + Multicultural Queensland Month Awards Ceremony, Brisbane Convention and Exhibition Centre
- + Brisbane Airport International Arrivals Hall
- + The Greater Springfield Community Festival
- + Reconciliation Week at Queensland Performing Arts Centre
- + Our Journey: World Refugee Day Celebration (Citizenship Ceremony), La Boite Theatre



Employment

Multicultural Australia's employment work, funded through State Government funded programs such as Diverse Queensland Workforce and Skilling Queenslanders for Work, the Federal Government funded Humanitarian Settlement Program, and internally invested mentoring and workplace experience programs, is delivered as a wrap-around client-centred support service model.

The 'Welcome Workforce' team at Multicultural Australia provides structured employment pathways for culturally diverse, work-ready participants through a comprehensive framework. The team work closely with industry and community partners to create employment pathways for culturally diverse work-ready individuals, tapping into under-utilised skills that significantly contribute to the local economy.

▼ **Photo**

SQW Building Skills for the Future graduation in Toowoomba, including David Taylor - Aurora Training Institute, Tylee Neideck - Queensland Government and Tanja Miljevic - Multicultural Australia's Employment Manager.





21

candidates successfully placed in Work & Welcome roles in 2024-25



25+

partners statewide

Work & Welcome

The Work & Welcome program, an initiative of Multicultural Australia, is designed to connect jobseekers from refugee and asylum seeker backgrounds with schools, businesses, and government bodies across Queensland.

The program promotes workforce diversity and inclusion by providing participants with their first paid job in Australia, while also offering opportunities to develop new skills, improve English proficiency, and build professional networks and confidence.

Initially launched as a pilot at Padua College in North Brisbane, Work & Welcome has grown to partner with more than 25 organisations statewide. Multicultural Australia carefully selects candidates based on their strengths and career goals, matching them with host organisations where their skills are most in demand.

The program includes comprehensive support throughout the employment journey. This involves work preparation, candidate assessment, shortlisting, and screening, as well as ongoing, tailored cultural support during a paid placement lasting a minimum of 12 weeks. During this period, participants gain valuable experience in an Australian work environment, build meaningful connections, and enhance their self-confidence, fostering a sense of belonging and empowerment.

Host organisations benefit from access to a highly motivated, talented pool of candidates with diverse perspectives and skills. In return, they are recognized as Work & Welcome partners, gaining exclusive access to Multicultural Australia's cultural events, corporate volunteering opportunities, and networking events, along with promotion across social channels and other platforms.

In financial year 2024-25, 21 candidates were successfully placed in Work & Welcome roles, further advancing this impactful program.

▼ **Photo**

Tyler Steven participated in work and welcome program at St Peter's Lutheran as School IT Officer





3

rounds – Brisbane and Logan

CareerConnectors

CareerConnectors is a transformative program designed to support new Australians, including migrants and refugees, on their journey towards employment success. Through mentorship, the program empowers participants by enhancing their employment potential, building confidence, and expanding professional networks.

Multicultural Australia’s Employment Team carefully curates mentor-mentee matches, ensuring alignment across key factors such as cultural values, professional aspirations, gender, location, and shared interests. Over an eight-week period, mentors and mentees engage in six structured, one-hour mentoring sessions. These sessions provide mentees with valuable guidance, industry insights, and personalised support in achieving their career goals. The program culminates in a celebration and networking event, further fostering connections and community among participants.

Mentors are equipped with the tools and knowledge needed to effectively guide their mentees, including an initial induction, Cultural Capability Training, and a comprehensive six-week support guide. Meanwhile, mentees benefit from ongoing support provided by the Employment Team, including supplementary group engagement sessions, one-on-one assistance, and post-mentoring follow-ups.

This financial year, CareerConnectors brought together more than 60 mentors and mentees, and successfully partnered with a wide range of leading organisations including:

- + Suncorp
- + Deloitte
- + Hays Recruitment
- + Brisbane Catholic Education
- + WSP Australia
- + Queensland Farmers’ Federation
- + La Boite Theatre
- + RACQ
- + Department of Education
- + AFL Queensland
- + MTAQ
- + Griffith University
- + CSIRO

Through these partnerships, the program continues to build pathways to employment for culturally diverse communities, creating lasting professional and personal growth for participants.

Areas delivered: Brisbane and Logan with support from ETC Employment and Training.



60

mentors and mentees





79

migrant and refugee workers trained from more than 20 different cultural groups across Queensland (since its inception)



2,500+

community members engaged

Workers' Rights Education and Support Program

The Workers' Rights Education and Supports Program (WRESP) is a community capacity-building initiative designed to empower migrant and refugee workers in Queensland to combat workplace exploitation and discrimination. Through WRESP, trusted community champions are recruited and trained to lead educational efforts within their own cultural communities, fostering greater awareness and resilience.

Since its inception, the program has trained 79 migrant and refugee workers from more than 20 different cultural groups across Queensland. These Community Champions have engaged over 2,500 community members, providing vital information, resources, and connections to key partners such as specialised service providers, government agencies, unions, and legal services. This grassroots approach promotes systemic change and collective action to protect workers' rights.

WRESP is funded by the Queensland Government via Multicultural Affairs Queensland and delivered in partnership with Multicultural Australia, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), and the Queensland Community Alliance. Additional collaboration extends to organisations like the Queensland Human Rights Commission, United Workers Union, and Caxton Legal Centre.

By equipping champions to guide their communities, WRESP helps overcome barriers such as fear, language, trauma, and lack of trust in authorities. These champions serve as a crucial point of contact, connecting workers with the services and agencies that protect their rights. Their role strengthens the link between migrant workers and vital support networks, ensuring workers are informed, supported, and empowered to address exploitation and discrimination in the workplace.

During this past year the WRESP team went to the regions and discovered new champions in Cairns and Toowoomba ready to support their communities in understanding and defending their rights as workers.





230

students and trainees
SQW

Skilling Queenslanders for Work

Multicultural Australia delivers Skilling Queenslanders for Work (SQW) projects in Rockhampton, Toowoomba, Logan, with the program extended to Gladstone and Townsville in 2025. This funding provides training and employment opportunities to refugees, migrants, First Nations people and others needing to build skills and find employment. We currently have nine projects funded by the Queensland Government to provide opportunities to more than 230 students and trainees.



28

Building Skills for the
Future program

In Rockhampton, we have two 20-week traineeships providing social benefit to the community; one in conservation and one in hospitality. Our conservation trainees' partner with Darumbal Youth Services to help repair the land at the Dreamtime Centre. Our hospitality trainees rescue, cook and deliver food. In the last 20-week traineeship they cooked and donated 1,338 frozen meals to families experiencing food insecurity, 1,566 toasted sandwiches for school breakfast programs, and 483 food hampers to people in need.



39

WorkReady
participants

In Toowoomba, our Building Skills for the Future program has obtained long-term funding. This program looks after Ezidi women and aims to improve their language, literacy, numeracy and digital skills needed for the participation in the local economy. Through a supportive skills building process and fun activities, women are practicing English, digital skills and learning how to look for work. The program has assisted 28 individuals this year.

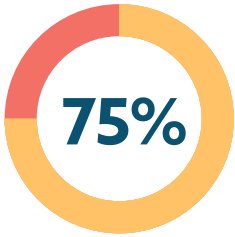
In Logan, our WorkReady program is currently working with 39 local refugees and migrants. In blocks of eight weeks, our participants are learning how to look for work, Australian workplace rights and responsibilities and are getting connected to local employers and pathways.





200+

clients supported
across 4 locations



obtained
employment



achieved a
job outcome

Diverse Queensland Workforce

Funded by the Queensland Government's Department of Trade, Employment and Training, the Diverse Queensland Workforce (DQW) program is dedicated to opening employment pathways for refugees, migrants, asylum seekers, and international students aged 18 and over who are underemployed or unemployed.

The DQW program provides personalised support to help participants enhance their employability through a variety of resources and workshops.

Program participants can access individualised career planning, assistance with resume development and job search strategies and attend informative sessions on the Australian workplace culture. Additional offerings include work readiness workshops that cover employment skills, digital literacy, networking and Australian workplace expectations, as well as opportunities for career mentoring and referrals to relevant work experience programs.

Currently, Multicultural Australia offers the program in Brisbane, Ipswich, Toowoomba and Rockhampton, ensuring access to a range of communities across the state. The DQW program continues to empower participants to build meaningful career paths, supporting Queensland's broader goal of creating a skilled, diverse and sustainable workforce for the future.







8

FLAG members
for 2024-25

Future Leaders Advocacy Group

The Future Leaders Advocacy Group (FLAG) comprises young individuals from diverse cultural backgrounds who are passionate about community, youth, and advocacy. Multicultural Australia has provided a platform for FLAG members to expand their professional networks and actively contribute to discussions surrounding the needs of young people. Over the past year, FLAG has seized numerous opportunities to participate in events both within Multicultural Australia and in the broader community.

Our FLAG group maintained active engagement throughout 2024-25, including:

- + Collaborating with the Queensland Strategic Settlement Committee
- + Participating in the Community Leaders Gathering to address youth mental health issues within communities
- + Partnering with the Queensland Family & Child Commission on the Spotlight Project

Their involvement has been vital in amplifying youth voices and providing valuable insights to shape responsive and inclusive community initiatives.



Community Hubs



6

Community Hubs in Rockhampton and Toowoomba



8,812

participants attended breakfast clubs across Rockhampton hubs



2,449

participants attended lunch club in Rockhampton hubs



518

playgroups attended

Community Hubs are welcoming spaces where people from diverse communities can come together to build connections, share experiences, and develop skills.

The hubs are embedded in schools providing a familiar space for local families to access services and support. Multicultural Australia is the support agency for hubs in Rockhampton and Toowoomba, bridging the gap between Community Hubs Australia and the hub leaders.

Delivered in **Rockhampton** and **Toowoomba**

- Three school hubs delivered in **Rockhampton** at Lakes Creek State School, Waraburra State School and Mount Archer State School.

Offer local residents access to activities such as playgroups, food assistance, clothing and books, school breakfast programs and parenting programs.

Multicultural Australia hospitality trainees assisted hubs by providing food for the school breakfast program. In a typical month they provide 60kg of bread and 130 cheese toasties to the hubs, ensuring children do not go hungry.

- Three hubs delivered in three schools in **Toowoomba** at Harlaxton State School, Darling Heights State School and Newtown State School.

This year, community hubs have continued to serve as vital spaces for engagement, support and connection within local neighborhoods. The hubs are at the heart of our mission to foster inclusion and build communities where everyone belongs.

By offering a range of services and programs, the hubs empower individuals, strengthen community ties, and promote overall well-being



24

referrals for family support



10

referrals to health services



9

referrals for early intervention

Events



125+

Our Journey attendees
- World Refugee Day
Celebration



\$26,000+

raised in fundraising by
our volunteers at 50:50
football charity games



33

cultural groups
showcased on the
celebration stage
at LUMINOUS Festival



18

community stallholders
participated in the
Cultural Marketplace
at LUMINOUS Festival



2,000+

parade walkers shared
messages of welcome
at LUMINOUS Festival



89

groups walked in the
LUMINOUS Festival
lantern parade



30+

key government,
corporate & community
leaders led the parade
at LUMINOUS

LUMINOUS Festival

In August 2024, the MOSAIC Multicultural Festival and LUMINOUS Lantern Parade were consolidated to become the LUMINOUS Festival at South Bank Parklands as the launch event for Multicultural Queensland Month.

The festival included music and dance performances on the Suncorp Mainstage, cooking demonstrations at the SBS Cultural Kitchen, music and dance workshops at the Connecting Through Arts stage, food, arts and craft stalls from the Australian Government Department of Home Affairs Cultural Marketplace, sport activations at the Queensland Government Department of Tourism and Sport Connecting Through Sport space, kids activities at the Australian Government Department of Health and Aged Care kids zone, and lanterns galore at the Brisbane Airport Lantern Parade.

The festival was also facilitated at LUMINOUS in the Regions – Rockhampton and Toowoomba and LUMINOUS in the Neighborhood – Kingston East

Our Journey

Additional notable collaborations included Our Journey, a citizenship ceremony and film screening in partnership with La Boite Theatre for World Refugee Day.

Changing the Conversation

Two *Changing the Conversation* panels hosted with Queensland Performing Arts Centre.

AFL Multicultural Round

We partnered with the Brisbane Lions for a successful AFL Multicultural Round, featuring a Citizenship Ceremony, 50:50 Charity Raffle and game-day entertainment.

Other key events

Other key events included International Women's Day at the Sit Down Comedy Club, Volunteer Appreciation Awards Dinner hosted at Brighton Homes Arena and numerous smaller celebrations across our offices.



9+

policy and advocacy
submissions and
appearances

Research and advocacy

Our Research and Advocacy team helps drive Multicultural Australia's core strategic focus. The team supports an evidence-based service delivery agenda for the organisation.

Drawing insights from lived experience and research, the team supports strategies to respond to new and emerging issues for clients and communities, and identify opportunities for creating welcome, inclusion and belonging. The team prioritises the inclusion of lived experience in our work - seeking to highlight systemic barriers impacting individuals and communities, raising awareness, and seeking response at appropriate levels.

The team also provides support and capacity across internal teams, including client-facing teams, practice support, and Executive Leadership Team. The Research and Advocacy team has actively contributed to organisation's Cultural Capability Training and consultancy across research, co-delivery of external training to new and established partners.

Through Multicultural Australia's commitment to inclusion of client voice and lived experience in program and service design, the team provides consultations on co-design practice inclusive of multicultural communities to internal and external stakeholders (e.g., internally to *Start Safe Stay Safe team*, and *Workers' Rights Education and Supports Program*, externally to *Working Women Qld at Basic Rights Qld*).

Within this reporting period, Multicultural Australia has engaged in key law reform areas and critical inquiries on priority issues impacting multicultural communities, prioritised amplification of community voice, and supported meaningful research partnership agreements with potential to impact the wellbeing of our clients/communities and assist the settlement sector at large.



Amplifying the voices of clients and communities

Our team worked to include community voice and perspectives into key conversations, including:

- Targeted consultations to inform the development of the *Surf Life Saving Queensland (SLSQ) CALD Communities Action Plan (2025-2027)*.
- Initial scoping to inform the delivery of a project for Queensland Department of Justice, to co-design educational resources aimed at reducing gambling harm in Queensland's multicultural communities.

Partnerships in research

- Continued progress on Multicultural Australia and University of Queensland (UQ)'s Institute of Social Science Research (ISSR) Collaborative Research Partnership Agreement – including, an internal exploratory research project on *Understanding Client Voice in Humanitarian Settlement Support*.
- Final research partnership with the University of Queensland's *Global Change Scholars Program (GCSP)*. Multicultural Australia has been a long-standing supporter of the GCSP – and hosted the final Industry Challenge as University of Queensland wraps up the Program. In 2024-25, GCSP scholars were invited to work with Multicultural Australia teams on a research project *'Dispelling Myths about Migration: A Global Scan of Approaches and Strategies'*.
- Continued progress under the ARC Linkage Project (LP200100205) on regional settlement. **'Settling well in regional Australia'**. Multicultural Australia is an industry partner in this project that aims to provide the first longitudinal, comparative assessment of the impacts of the settlement of people from refugee backgrounds in regional Australia, for both people from refugee backgrounds themselves and the communities in which they settle.

Research and Advocacy team supports a range of research and sector initiatives to strengthen evidence-based approaches to wellbeing and inclusion for CALD communities. This includes ongoing partnership with the University of Queensland, active participation in consultations, advisory groups, and working groups across areas such as multicultural health, child and youth policy, domestic and family violence, and disaster preparedness.

MA also contributes to statewide coordination through the Queensland Strategic Settlement Committee (QSSC) and collaborate with sector partners to drive research, policy, and systems change.



Fit for the future

We will invest in our people and community so they have the right skills, knowledge and resources to achieve our vision.

We will increase our impact and footprint, with a focus on inspired leadership, capability-building and fit-for-purpose resources.

A shared and sustainable future

Be proactive and responsive to our clients and community, ensuring sustainability and opportunities for growth.

Inspired leadership

Develop leaders at all levels of the organisation who act with compassion, curiosity and accountability.

Building capability

Recruit and retain skilled individuals with shared values and purpose, helping them reach their full potential.

Resourced for success

Invest in secure, fit-for-purpose resources that ensure we can deliver on our vision.



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Practice framework



Multicultural Australia's Practice Framework sets the blueprint for our operations, placing clients and community at the heart of what we do.

It focuses on our values – why we do our work, our principles – how we do our work, and our skills – what we do in our work.

The framework embodies our lived practice experience that is represented by 18 core values, principles and skills.

It offers a rationale for practice, while promoting a range of practice tools for assessments and interventions and can be understood as part of a roadmap to define What Good Looks Like and how quality is achieved.

It is explicit in the expectations that we have of all staff and provides a shared language which reflects our collective knowledge, skills and purpose, providing guidance on how we deliver quality supports to clients, community and co-workers.



Many thanks for conducting the Cultural Diversity Training. I learnt some fascinating statistics and information about cultural differences and biases and especially appreciated seeing the poll results and the information found in resources shared during the training. Likewise, the rest of the team also found the session insightful.

- BlueAPACHE



The session was very resourceful. It gave me important tools on how to interact and engage with people from diverse backgrounds.

- Housing ACT Homelessness sector training



The session was professional, interactive, informative and thought provoking. The delivery was evidence based and also included personal reflections and experiences. There was a good balance of speaking and reflecting. It was great to see how engaged the students and ECRs were. Many of them shared personal experiences and asked lots of questions.

- Centre of Excellence for Dark Matter Particle

Cultural Capability Training

Multicultural Australia's Cultural Capability Training builds organisational capacity to meet the needs of culturally and linguistically diverse (CALD) individuals and communities. Led by experienced facilitators and team members with lived and practical experience, the training fosters informed dialogue around multiculturalism, offering staff the tools to actively contribute to inclusive environments.

As part of our staff induction process, employees engage in cultural capability training to deepen their understanding of diverse cultural perspectives, cross-cultural communication, unconscious bias, and strategies for fostering inclusivity. Beyond professional development, this training creates space for staff to share and learn from one another's lived experiences, broadening their world view.

In 2024-25, we extended our reach by delivering fee-for-service workshops tailored to the unique needs of various sectors, including 33 clients from government departments, policing, and education. Notable organisations engaged with our training include Queensland Police Service, Department of Housing ACT, MTAQ, Workforce Australia providers, child safety organisations, healthcare providers and schools, achieving an 85% net promoter score and 80% improvement in participants' confidence working with CALD communities.

We delivered training in Brisbane, Logan, Gold Coast, Toowoomba, Townsville, Sydney, Canberra and Melbourne.

Tailored to meet specific client needs, Multicultural Australia's workshops promote cultural inclusion in the workplace and enhance service delivery. Pre- and post-training surveys demonstrate significant increases in participants' understanding of key concepts.







110+

partners

Strategic growth and partnerships

Our work to support the settlement of new Australians and migrants and provide pathways into economic participation, opportunities for them to be seen and heard, with a true sense a connection and belonging, cannot happen sustainably without the immense support from our many partners. Our partners provide financial support, in-kind support, and direct opportunities for our clients and communities.

Our deepest thanks and gratitude go to:

Brisbane Airport

Brisbane Airport's contribution played a critical role in strengthening LUMINOUS 2025 as a visible and unifying celebration for Queensland's multicultural communities. Direct funding supported event delivery and enhanced community participation. Their staff also walked in the lantern parade, demonstrating organisational commitment to inclusion and reinforcing the importance of welcoming newcomers to Queensland

Suncorp

Our longstanding partnership with Suncorp Group continues to create meaningful change for migrant and refugee communities in Queensland. Through our financial literacy program, newly arrived refugees build confidence, economic independence and stability. LUMINOUS Festival shifts public perception, fosters belonging and generates opportunities for genuine cultural learning and connection across the wider community. Suncorp's commitment extends internally, with cultural capability training shaping more inclusive and responsive interactions between SES staff and communities.

Multicultural Affairs Queensland

Multicultural Affairs Queensland's (MAQ) support has enabled LUMINOUS to remain a flagship event for cultural inclusion and community connection. Funding contributions supported broad access and participation, while MAQ's presence in the parade highlighted their role in championing diversity across the state. Their promotion encourages wider participation from multicultural communities throughout Queensland

Brisbane City Council

Brisbane City Council continues to be a significant supporter of LUMINOUS through substantial recurrent funding that ensures the sustainability and growth of the event. Council's promotion of LUMINOUS helped amplify community engagement, broadened public awareness, and reinforced Brisbane's commitment to fostering a vibrant, inclusive and culturally diverse city.

Brisbane Lions

The transformative work we do with the Brisbane Lions continues to create opportunities for community to engage and participate. Our Springfield office, provided as part of our partnership with the Lions, is a space for us to build stronger connections with multicultural community members in the local catchment area and use the space to support the needs and aspirations of our communities. As the 50:50 Charity Raffle partner during Multicultural Round, we are able to provide our clients with greater support, thanks to the ongoing support of this great club

Queensland Performing Arts Centre

Our partnership with QPAC is advancing cultural inclusion and representation through arts-based initiatives that elevate diverse voices and promote shared understanding and story-telling. Programs including the Changing the Conversation series and the MOSAIC Choir are providing platforms for cultural exchange, visibility and participation. This partnership contributes to improved community access to the arts, supports equity in public storytelling, and fosters stronger intercultural connections across Queensland.

Partners

- AFL
- AFL Queensland
- Aitkenvale State School and Community Hub
- All Hallows' School
- Amparo Advocacy Services
- Anglican Church Grammar School
- Blue Apache
- Brisbane Airport Corporation
- Brisbane Basketball
- Brisbane Catholic Education
- Brisbane City Council
- Brisbane Lions
- Brisbane South PHN
- Carers Queensland
- Catholic Peace & Justice
- Centacare FNQ
- Clairvaux MacKillop College
- Commonwealth Bank
- Communify
- Community Hubs Australia
- CSNet
- Cultural Perspectives
- Deloitte
- Department of Health
- Department of Home Affairs
- Department of Justice
- Department of Tourism and Sport
- Dolphins
- DVConnect
- Education Queensland
- Enterprise & Training Company Limited (ETC)
- Ethnic Communities Council of Queensland
- EY
- Football Queensland
- Governance Institute of Australia
- Harristown State High School
- Hastings Deering
- Headspace
- Inala Community House
- ISSR
- JMC Academy
- John Paul College
- KPMG
- La Boite Theatre company
- Lawright
- Logan Central Community Health Central
- Logan City Council
- Loreto College
- Lourdes Hill College
- Mabel Park State High School
- Marist College
- Marsden State High School
- Mary MacKillop College
- Mater Integrated Refugee Health Services
- Metro South Health Services
- Milpera State High School
- Mt Alvernia College
- MTAQ
- Multicultural Affairs Queensland
- Multicultural Communities Council Gold Coast (MCCGC)
- Multilink
- NAATI
- Padua College
- PwC
- QShelter
- Queensland African Communities Council
- Queensland Council of Social Service (QCOSS)
- Queensland Families and Child Commission
- Queensland Health
- Queensland Hotels Association
- Queensland Human Rights Commission
- Queensland Performing Arts Centre
- Queensland Police Service
- Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)
- Queensland Rail
- Queensland Theatre
- QUT
- Ray White
- Refugee and Immigration Legal Services (RAILS)
- Refugee Council of Australia
- Refugee Health Queensland
- SBS Australia
- Settlement Council of Australia
- Sports Integrity Australia
- Springfield Regional Jobs Committee
- St Brendan's College Yeppoon
- St Joseph's Gregory Terrace
- St Joseph's Nudgee College
- St Laurence's College
- St Patrick's Shorncliffe
- St Peter's Lutheran College
- St Rita's College
- Study Queensland
- Suncorp
- Tafe Queensland
- Thrive Refugee Enterprise
- Thriving Local
- Toowoomba Diocese
- Toowoomba Regional Council
- Toowoomba State High School
- Townsville Multicultural Support Group
- Trade & Investment Queensland
- University of Queensland
- Villanova College
- Welcoming Australia
- West Moreton and Darling Downs PHN
- WISE Foundation
- Woodridge State High School
- World Wellness Group
- Yabbr
- Yeronga State High School

Digital transformation

A key milestone in Multicultural Australia's digital transformation was the successful re-certification of ISO27001, including transition from 2013, to the 2022 version. ISO27001 is a globally recognised standard for managing and safeguarding information, ensuring robust data security across the organisation.

Another major achievement was the successful implementation of a new rostering system for casual staff. This enables our business to easily connect with staff to roster shifts, track hours, and manage payments quickly and effectively.

We upgraded and partnered with a communications platform that allows bulk messaging to be sent to clients and stakeholders, automatically translated into many different languages. This is of great benefit to the recipients, as it allows them to receive correspondence in a language of their choosing.

Additionally, we built the framework for a new Artificial Intelligence (AI) policy. With recent developments in AI, and its broad availability in all aspects of society, it is important to ensure that while AI usage is rapidly growing, it must be done in a safe and ethical manner. The AI policy clearly sets out expectations for the correct and responsible use of AI at Multicultural Australia. The implementation of the policy was finalised in the second half of 2025.

In the field of cybersecurity, Multicultural Australia continued to evolve and adapt to a rapidly changing landscape. We initiated a number of projects, in collaboration with our Managed Service Provider, in order to ensure we maintain, and continuously improve, our robust security posture.

Additionally, the IT team collaborated with our Managed Service Provider to implement a new IT ticketing system, improving staff interactions with IT support. This system allows staff to easily track their requests, access self-service knowledge, and browse a catalog of IT services.

In the rapidly evolving field of cybersecurity, Multicultural Australia has made significant advancements. We remain committed to proactively investing in resources to safeguard the organisation against emerging threats in this ever-changing landscape.





450+

dedicated and skilled
employees

People and culture

Multicultural Australia is extremely proud of its team of more than 450 dedicated and skilled employees, who reflect the diversity of the communities and clients we serve and the broader Australian community.

Our workplaces are a celebration of welcome, inclusion and belonging and provide opportunities for every person to understand, respect and embrace each other's individuality, ethnicity and culture.

This organisation-wide commitment to inclusion and understanding naturally extends our First Nations and LGBTIQ+ staff and communities, demonstrated through our Reconciliation Action Plan and Rainbow Tick Accreditation, as we strive to ensure every person feels a sense of belonging.

As part of our commitment to our employees' ongoing professional development, we implemented our organisation-wide Practice Framework during the year. This framework is the foundation on which we work and brings together our core values, principles and skills, to describe what we do, how we do it and why we do the work we do. All employees actively participated in workshops to understand and embed the professional practice that ensures our clients and community are at the centre of everything we do.

We also implemented our comprehensive compliance training program that supports employees to be risk aware and understand their obligations to adhere to the highest standards of integrity and conduct. On an annual basis, all employees complete a program of mandatory on-line compliance training modules, as well as targeted face-to-face training workshops in priority areas, such as workplace health and safety, cyber security and child safety.

As an employer, we have actively encouraged our employees to work flexibly to help balance their professional and personal obligations and to access a range of mental and physical health programs to support their wellbeing. This has included initiatives under our employee assistance program, as well as various workplace health opportunities, such as yoga and 'lunch & live' information sessions.

Throughout the year, with an ongoing focus on continuous improvement in our operational capability, we reviewed the structure of our organisation and implemented changes to increase the capacity and capability to enhance our client, community and corporate services, as well as our organisation's sustainability.

We continued the staff Values Awards, to shine a spotlight on the incredible values we share and the work that we do at Multicultural Australia. These awards celebrate the richness of our collective efforts and provide an opportunity for employees to recognise the wonderful work of their colleagues.



150+

cultural support
workers



80+

languages
supported

Cultural support services

The Cultural Support Work (CSW) team at Multicultural Australia is comprised of 150+ casual workers representing a wide array of cultural, ethnic, and religious backgrounds.

With fluency in more than 80 languages, the CSW team provides vital language support and cultural insights, working closely with internal client services teams and external organisations through a Fee for Service model. This collaboration improves service outcomes and fosters a welcoming, inclusive environment for clients, aligning with Multicultural Australia's strategic focus to create belonging.

By understanding cultural nuances, CSWs help bridge communication gaps, ensuring that clients can express their needs effectively and access appropriate services. Their role also raises awareness among service providers about the unique challenges faced by multicultural individuals and families, promoting equal access for all. The presence of CSWs helps clients feel comfortable and supported, knowing that their cultural background is respected, which, in turn, encourages them to seek the help they need.

CSWs contribute to building resilience within communities by fostering acceptance, adaptability, and understanding. They also play a key role in internal workforce support, stepping into critical roles within client services and business support to alleviate workforce shortages. However, the casual nature of the role presents challenges, as CSWs often move on to permanent positions, requiring ongoing recruitment efforts.

Despite these challenges, the CSW team generates revenue through partnerships with key organisations, such as C&K Kindergarten, QPASTT, and QPAC. Initiatives like health education with Mater Refugee Health and peace-building training with the Department of Justice further enhance the impact of CSWs within the community.





Volunteers

Our volunteers continue to play an integral role in advancing our mission and supporting the communities we serve. Their dedication and contributions were pivotal to the success of a broad range of initiatives, including community and settlement support programs and major events organised by Multicultural Australia.

In our community and settlement support efforts, volunteers led the charge in extending a warm welcome and providing essential assistance to new community members through our Welcome and Connect initiative. In regional areas, volunteers worked closely with our Youth Team to promote youth engagement, particularly through sports.

Additionally, volunteers provided critical assistance across internal consulting projects and administrative functions, bolstering our organisation’s capacity to meet our commitments. A significant portion of volunteer contributions supported our major events. Their passion and dedication were instrumental in realizing our vision of celebrating cultural diversity, creating vibrant, inclusive environments that resonated deeply with the broader community.

A highlight of the year was the Brisbane Lions 50:50 Charity Raffle, where, for the first time, our volunteers took an active role in fundraising, successfully raising over \$14,000. Our volunteers then assisted with another round of 50:50 Charity raffle with the Dolphins Football Club raising \$12,000.

We continued to foster strong partnerships with key volunteer organisations such as Volunteering Queensland and Volunteering Australia. These collaborations are essential for promoting, engaging, and retaining volunteers, while ensuring our volunteer management practices align with industry-leading standards.

This year we also held a Volunteer Appreciation event which gave us an opportunity to appreciate and acknowledge the efforts of our volunteers, hear from their experiences and recognise some outstanding volunteers with some awards.



450+

volunteers

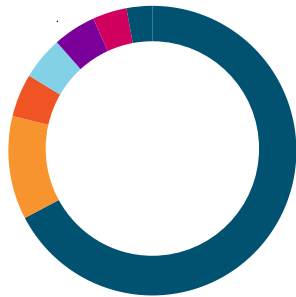


1,500+

hours
contributed

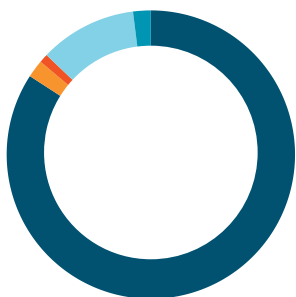


How we apply our funding



- Humanitarian settlement **70%**
- Unaccompanied minors **12%**
- Asylum seeker & refugee assistance **5%**
- Employment programs **5%**
- Youth programs **3%**
- Community development **3%**

How we are funded



- Government funding **85%**
- Fee for services **2%**
- Fundraising **1%**
- Passthrough incomw related to accomodation **5%**
- Investment & other income **1%**

Financial performance

In 2024-25, Multicultural Australia continued to demonstrate strong financial stewardship, ensuring that every dollar entrusted to us was purposefully directed toward creating welcome, inclusion and belonging across Queensland communities.

With total income increasing to **\$54.5 million**, our financial growth reflects the confidence of our government partners, philanthropic supporters and community stakeholders in our ability to deliver high-impact, culturally responsive services. This funding enabled us to support more than **9,500+ clients** across settlement, employment, youth and community development programs, each designed to empower individuals and families to thrive in their new home.

Our financial resources were strategically applied to advance our three core objectives:

Creating Belonging: Over **87% of our income** was invested in supporting refugees, humanitarian entrants, asylum seekers, and vulnerable migrants allowing us to walk alongside more than 9,500+ new Queenslanders. These funds enabled comprehensive support including tailored case management, housing assistance, health navigation, community integration, emergency relief, and aged care access, providing a strong foundation for long-term wellbeing and independence.

Changing the Conversation: Through wrap around programs in employment, youth initiatives, education and community development activities, we invested in pathways that promote economic participation and amplify diverse voices. These programs representing over **11% of our expenditure** enabled hundreds of individuals to gain meaningful employment, build leadership capacity and contribute to a more inclusive Queensland.

Fit for the Future: We continued to invest in our people, systems and infrastructure. With **employee benefits totaling \$30 million**, we strengthened our workforce capability, launched our Practice Framework, and expanded our digital infrastructure to support service excellence and organisational resilience.

Importantly, we reduced our operating deficit compared to the previous financial year, reflecting prudent financial management while maintaining our commitment to mission-driven activities. This balance ensures we remain agile and responsive to emerging needs, while safeguarding long-term sustainability.

Our funding model remains robust, with **85% sourced from government**, complemented by pass-through income related to accommodation, fee-for-service activities, fundraising and investment income. These resources are not just numbers, they are the fuel behind every welcome conversation, every job placement, every youth mentorship, and every community celebration.

As we look ahead, Multicultural Australia remains committed to ensuring that our financial decisions are guided by purpose, impact and equity so that every investment contributes to a Queensland where everyone belongs.



**MULTICULTURAL
AUSTRALIA**
it's who we are

Brisbane

28 Dibley Street
Woolloongabba QLD 4102
07 3337 5400

Ipswich

16 Eden Station Drive
Springfield Central QLD 4300
07 3337 5400

Logan

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Logan Central QLD 4114
07 3198 2555

Rockhampton

108 Alexandra Street
Kawana QLD 4701
07 4921 2222

Toowoomba

107 Russell Street
Toowoomba City QLD 4350
07 4632 1466

Townsville

67 Wotton Street
Aitkenvale QLD 4814
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