

## **Answer to question on notice – Community Migrant Resource Centre**

Organisations and departments often work in silos due to various structural and operational challenges. Funding competition between not-for-profit organisations, often tied to specific geographical areas or LGAs, can discourage collaboration. Each organisation may have its own goals and KPIs to meet, creating a disconnection between services. A lack of funding may also worsen these issues, leading to staff shortages, regional isolation, and limited recruitment of multicultural workers. Poor communication and insufficient information sharing between sectors further hinder partnerships, while hierarchical structures and incompatible data systems reduce flexibility and efficiency. Additionally, limited cultural competency can make services less relevant to CALD communities, and restrictive policies tied to funding may prevent joint initiatives.

Addressing these silos requires establishing shared goals, fostering open communication, and prioritising collaboration to deliver more unified and impactful support. For example, organisations can create joint initiatives where teams from different sectors work together to address common challenges, such as running co-hosted workshops that combine settlement services with language support. Open communication can be enhanced by regular interagency meetings or shared platforms to exchange updates, ensuring that all stakeholders are aligned. By focusing on teamwork, departments can pool resources and expertise, such as hiring multicultural workers collectively or sharing data systems, to overcome limitations and provide seamless services to the community.