

Report General Annual



Migrant Resource Centre Ltd
of Hawke's Bay & Waikato Region

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MC



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Australia Day 2003
Citizenship Ceremony

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- AGENDA OF THE 18TH ANNUAL GENERAL MEETING OF THE
MIGRANT RESOURCE CENTRE TO BE HELD ON
WEDNESDAY 19TH NOVEMBER 2003
AT 8 CHAUCER STREET, HAMILTON
MR HENRY CHAN
CHAIRMAN,
OPENING AND WELCOME BY
APLOGIES
MINUTES OF 2002 AGM
BUSINESS ARISING
CONFIRMATION OF AUDITORS
ELECTION OF MRC MANAGEMENT COMMITTEE
GENERAL BUSINESS
CLOSE**
- 9.
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- 1.

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of Newcastle and the Hunter Region Limited

MIGRANT RESOURCE CENTRE

MRC MANAGEMENT COMMITTEE MEMBERS 2002-2003		COOPTED MEMBERS	
STAFF	DEPARTMENT OF IMMIGRATION	DEPUTY DIRECTOR / MIGRATION AGENT	OFFICE MANAGER/REFUGEE SUPPORT
1. Director	Violetta Walsh	Lulu Tanots	Tima Otto
2. Deputy Director/Migration Agent	Multicultural & Indigenous Affairs	Deborah Carr	Office Manager/Refugee Support
3. Secretary	Newcastle City Council	Chris Fother	Community Worker - CSSS I
4. Treasurer	Lake Macquarie City Council	Chris Toi	Rural Support Worker - CSSS I
5. Ass't Secretary	Department of Immigration	J Hutchinson/Mary McGehee	Community Project Officer/Migration Agent
6. Bookkeeper	Administrative Casuals	Arlene Richards	Bookkeeper
7. Community Project Officer/Migration Agent	Community Project Officer - CSSS II	Irina Lupish	Rural Support Worker - CSSS I
8. Community Worker - CSSS I	Community First (Access & Equity)	Alex Burns	Filipino Welfare Worker
9. Community Worker - CSSS II	Program Coordinator - Productive Diversity	Miza Totorakovic	in the Workplace (PDW)
10. Program Coordinator - Productive Diversity	Family Support Project	Cathy Johnson	Problem Gambling Support Project
11. Filipino Welfare Worker	SKilled Migrant Placement Officer (SMPP)	Petrona Kelly	SKilled Migrant Placement Officer (SMPP)
12. Problem Gambling Support Project	Christine Follett	Lisa Reardon	Multicultural Family Worker
13. SKilled Migrant Placement Officer (SMPP)	Marcela Stcliffe	Devika Wijewardene	Community Visitors' Program
14. Family Support Worker	Christine Follett	Ann Dupree	Adm'n Assistant - PDW & SMP
15. Multicultural Family Worker	Marcela Stcliffe	Antoinette Gawn	Youth Worker
16. Community Visitors' Program	Devika Wijewardene	Rhyall Gordon / Clara Silva	Community Aged Package Coordinators
17. Adm'n Assistant - PDW & SMP	Antoinette Gawn	Sue Hiroto / Telesia Lolohea	Sessional Staff:
18. Youth Worker	Rhyall Gordon / Clara Silva	Telesia Lolohea	1. Pacific Islander Welfare Worker (Samoa)
19. Community Aged Package Coordinators	Sue Hiroto / Telesia Lolohea	Juanita Loli	2. Pacific Islander Welfare Worker (Tongan)
-	-	-	3. Hunter Ethnic Parents Teachers Association of
-	-	-	Community Language Schools - (Project Officer - Michael O'Sullivan)
-	-	-	4. Skillmax Coordinators / Flora Menzes/Kathy Patterson

- PRESIDENT:** As per list attached
- MINUTES OF THE 17TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION LTD.**
- HELD AT THE MRC PREMISES ON WEDNESDAY 20TH NOVEMBER 2002**
- AT 11AM.**
1. H Chan welcomed everyone present on behalf of the MRC Management Committee.
2. **APLOGIES:** Lord Mayor John Tate, Newcastle City Council, Lucchi Buxton & Tony Smith (Belmont Neighbourhood Centre) & Loraine Norton.
3. Corrections to the AGM Report - 2002
4. **MINUTES OF THE 2001 AGM.**
- Proposer: Zoran Vassiljevic
Seconder: Fr N Zervas
- (i) Violetta stated that with the completion of the Families First Access and Equity project Pat Dring has finished work with the Centre. Pat has been a highly valuable member of the staff and we look forward to her continued relationship to the MRC.
- (ii) Chairperson's Report - Report tabled and accepted as read.
- (iii) V Walsh-Director: Report tabled and accepted as read.
- (iv) A Burns: Community Settlement Services I: Report tabled and accepted as read. He has achieved a great deal through the Rural Strategy.
- (v) Mizia Torkovic - Community Settlement Services II: Report tabled and accepted as read
- (vi) P Dring - Families First Access and Equity: Report tabled and accepted as read that the launch of the Manual was very successful.
- PRESENT:** As per list attached

- (vii) **Christine Follett - Skilled Migrant Placement Program:** Report tabled and accepted as read. Added that the appointment of the worker has been released. Some changes are to occur with this program.
- (viii) **M Sutcliffe - Family Welfare Support Worker - Report tabled and accepted as read** - Involved in supporting her role as Multicultural family support worker.
- (ix) **P Kelly - Filipino Welfare Support Worker - Report tabled and accepted as read** - P Kelly - Filipino Welfare Support Worker - Report tabled and accepted as read.
- (x) **C Johnston - Coordinator, Productive Diversity in the Workplace** - Report tabled and accepted as read. C Johnston - Coordinator, Productive Diversity in the Workplace - Report tabled and accepted as read.
- (xi) **A Dupree - Community Volunteer Scheme - Report tabled and accepted as read** - She stated the need for more volunteers. A Dupree - Community Volunteer Scheme - Report tabled and accepted as read.
- (xii) **R. Gordon - Youth Support Strategy - Report tabled and accepted as read** - Sue Hristov and Sulu Lohela - Report tabled and accepted as read. Sue Hristov and Sulu Lohela - Report tabled and accepted as read.
- (xiii) **Community Aged Care Package - Sue Hristov and Sulu Lohela - Report tabled and accepted as read** - Sulu. She thanked Violitta and Alex for applying for this funding - very busy with clients since its start. Community Aged Care Package - Sue Hristov and Sulu Lohela - Report tabled and accepted as read.
- (xiv) **FINANCIAL REPORTS: Report tabled as accepted as read. Paul Mather proposed - Report tabled as accepted as read** - Youth area was a high need area with service delivery gaps. Paul Mather proposed - Report tabled as accepted as read.
- (xv) **APPPOINTMENT OF COMPANY AUDITORS:** Michael Todd Zoran Vasilevic proposed by the outgoing committee that a local firm, Cutcher & Neale be appointed as the Centre's new Auditor for the coming year.
- (xvi) **Cutcher and Neale duly appointed.** (xvii)

NOVEMBER 2003 AT 12.00 NOONS.
NEXT ANNUAL GENERAL MEETING TO BE HELD ON WEDNESDAY 19TH
MEETING ENDED AT 12.00 MIDDAY.

11. GUEST SPEAKER – The Hon Gary Hardgrave MP - Minister for Citizenship and Multicultural Affairs, Minister Assisting the Prime Minister for Parramatta, and offering internet access for clients to download forms.
- (iii) Trudy Mills-Evers complimented staff of MRC for their professionalism. V Walsh outlined proposals from DIMIA to improve client access to immigration services by directly linking a customer hotline to DIMIA
- (iv) Bill Simanowsky extended his congratulations to the hard working staff of the Centre.
10. GENERAL BUSINESS:
- The 11 nominees were duly elected as the 2002 management committee.

1. Bill Simanowsky
 2. Samia Young
 3. Ivan Klopovic
 4. Alina Kizeweter
 5. Trudy Mills-Evers
 6. Zoran Vasilijevic
 7. Father Nicholas Zervas
 8. Melanie Larsen
 9. Maher Kooch
 10. Henry Chan
 11. Paul Mother
9. Election of the MRC management. (11 nominations for 11 positions).

NAME	COMMUNITY	NAME	COMMUNITY
1. Mabior Kooe	Sudanese	2. Ater Dhui	Sudanese
3. Sura Reyak	Sudanese	4. Tarsia Agualy	Sudanese
5. Majuong	Sudanese	6. Elizabeth M Mon	Sudanese
7. Nova Lohhea	Tongan	8. Zaga Nagy	DIMIA
9. Samuel	Samoan	10. Chris	Pavlos Melas
11. Michael	O'Sullivan	12. Rev Fr N Zervas	Greek
13. Flora Meneses	Skilmix	14. Diana Kalan	Orthodox
15. Blaskiewicz	Skilmix	16. Denise Hodgeson	Centreflink
17. Luz Koppben	Filipino	18. Chloe Hughees	Skilmix
19. Ian Campbell	DIMIA	20. Arturo Diaz	Skilmix
21. Neolita	Skilmix	22. VLupish	Russian
23. Tongan/PiWC	Cathy Johnston	MRC	
25. Lulu Tanots	MRC	26. Irina Lupish	MRC
27. Pet Kelly	MRC	28. Deborah Carr	DIMIA
29. Arlene	MRC	30. Anna Mose	Samoan
31. Melipa Utai	Samoan	32. Ann Dupree	MRC/Dutch
33. Mizra	MRC	34. Paul Mother	MRC
35. Alina	Polish	36. Sania Young	Russian
37. Galia	Russian	38. Alex Burns	MRC
39. William	Ukrainian	40. Michael Todd	Macedonian
41. Adam Lepidis	Greek	42. Minister Gary	DIMIA
43. Ellina	Macdonian	44. Cr Hans Tol	NCC
45. Chirstine Follett	SMPO/MRC	46. Juanita Loli	PIWC/Samoan
47. Lani Larsen	Filipino	48. Trudy Mills	MHU
49. Rhayall Gordon	MRC	50. Sue Hristov	MRC
51. Zoran Vasilijevic	Bosnian	52. Marcela Stcliffe	MRC
53. Henry Chan	Chinese	54. Violletta Walsh	MRC
55. Timo Otto	MRC	56. Van Klopcic	Slovene
57. Pat Dring	MRC	58. Sylvie Laboudigue	France

- To provide outreach services to people of non-English Speaking Background residing in isolated and rural areas.
- To promote an environment of mutual understanding between the mainstream and ethnic communities.
- To focus on service delivery for special needs groups – refugees/humanitarian entrants, newly arrived, unemployed, aged, young people and women.
- To deliver high quality settlement services to target group

MRC OBJECTIVES

- The MRC's mission is to strive for the successful integration of migrants, refugees and humanitarian entrants in the Hunter and through various projects, in outreach locations identified in the Department of Immigration and Indigenous Affairs, Rural Strategy being the North, North West and Central West of NSW.
- The MRC of Newcastle is a community based not for profit organization, which has operated in the Newcastle area since its establishment, by the Federal Government in 1981.

PURPOSES

MIGRANT RESOURCE CENTRE

Date 21/05/2003
 Gary Hardgrave
 Minister for Citizenship and
 Multicultural Affairs
 Newcastle and Hunter Region Migrant
 Resource Centre
 Chairperson of
 Newcastle (City)

The Minister and Newcastle and Hunter Region Migrant Resource Centre will work in partnership to implement this commitment.

4. Services and programs should be designed and operated in full self-reliant quickly. as much as possible with a view to helping migrants to become consulted with clients, and self-help should be encouraged

and programs may be necessary to ensure equality of access services available to the whole community but special services and provision; and

3. Needs of migrants should, in general, be met by programs and to understand and embrace other cultures;

2. Every person should be able to maintain his or her culture without prejudice or disadvantage and should be encouraged to realize their full potential and must have access to appropriate programs and services;

1. Newly arrived migrants must have equal opportunity to quality programs and services; The Minister and the Newcastle and Hunter Region Migrant Resource Centre endorse the following principles, which must guide the provision of

This is supported by the Newcastle and Hunter Region Migrant Resource Centre Service Agencies provide the highest quality service, and maintain a focus on client needs. Affairs, is committed to ensuring that Migrant Resource Centres/Migrant

Service Principles

Funded Partnerships throughout 2003

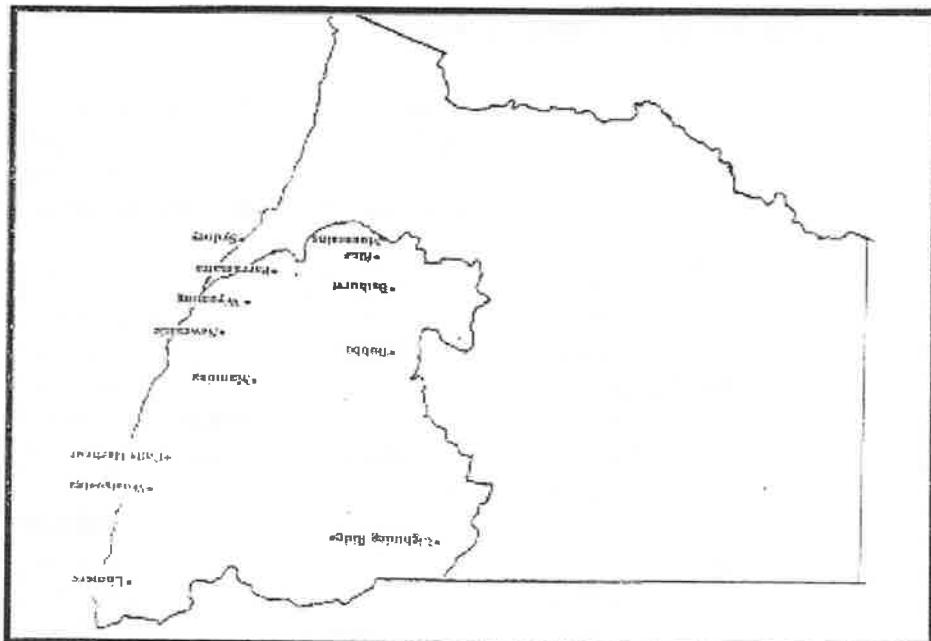
OVERVIEW OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Department of Immigration Multicultural and Indigenous Affairs
NSW Department of Community Services
NSW Department of Education and Training
Casino Benefit Fund, NSW Dept of Gaming and Racing
Community Relations Commission for a Multicultural NSW
Hunter Area Assistance Scheme
Hunter Area Health

Clients by Ethnic Background			
Algeria	Fiji	Malaysia	Scotland
Australia	Finland	Macedonia	Serbia
Austria	France	Mexico	Singapore
Argentina	Germany	Montenegro	Slovenia
Bangladesh	Greece	Morocco	South Africa
Belgium	Honduras	Mauritius	Spain
Botswana	Hong Kong	Netherlands	Sri Lanka
Bosnia	Hungary	Nepal	Sudan
Brazil	India	New Zealand	Sweden
Canada	Indonesia	Nigeria	Switzerland
Chile	Ireland	Norway	Syria
China	Iran	Panama	Tahiti
Colombia	Italy	Pakistan	Taiwan
Croatia	Jordan	Paraguay	Tonga
Costa Rica	Japan	Papua New Guinea	Thailand
Cyprus	Kazakhstan	Peru	Tunisia
Czech Republic	Korea	Portugal	Ukraine
Dominican Republic	Kuwait	The Philippines	Uruguay
East Timor	Kuwait	Romania	USA
England	Latvia	Russia	Venezuela
EI Salvador	Lebanon	Samoa	Vietnam
EPA	257	1280	150
Tax Help			DIMIA PILOT Program

Total Centre output for 2003

Please see individual reports for details.



RURAL STRATEGY AREA



HUNTER AREA

OUR REGIONS

Our clients and colleagues may not be aware, for example, that when they stand here in this Centre, they stand on a very small part of the territory we have served for over 20 years. Certainly the Hunter is our base (and it's the size of Tasmania!) but our Rural Strategy has extended our settlement activities to the far north coast of NSW, to Lightning Ridge in the North West activities to the far north coast of NSW, to Lightning Ridge in the North West Central West and the Central Coast. This has occurred at the request of the Department.

And our footprint is set to grow even bigger. In the last few weeks, we have begun the groundwork to establish new and long overdue settlement service to the New England Region, and the North West Plains.

You will be impressed I think with the range and diversity of the services we provide, as you will see in our Annual Report; information and referral, family and community welfare, education and training, employment placement,

cultural competency training to mainstream providers, productive diversity promotion, and aged care, and we are grateful for the funding support we have received from seven different funding sources.

Now there are those who would say that MRCS have, for too long, had it easy, occupying a position of comfort, with core funding coming like clockwork, including, uniquely, the cost of our infrastructure. A word on this comfort zone-it has been increasingly uncomfortable with DIMA has reporting and accountability requirements tightening year by year. DIMA has been a very vigilant, some might say draconian, master. So all this is to be superseded by a whole new approach of bidding for the work, demonstrating above all else no doubt, value for money, as generally happens in the tendering environment. We hope that cost is not the sole consideration. We hope experience, expertise, innovation, collaboration and dedication count for something.

We really don't blow our trumpet enough and never have. But we do hold an exemplar track record in service delivery, and service and community development, hard won over the 22 years of our existence.

This is, as you are aware, a most challenging period for MRCs and settlement services in general. Of course those of us who have had a long association with this area of activity, and I count in that number, myself, many of my colleagues and our staff, have little memory of anything else but constant challenge, but clearly we are on the brink of a whole new era in the history of migrant settlement.

I am pleased to submit my report for 2003.



I would like to expand a little on activities we have especially focused on to meet needs in our area, and they relate specifically to the provision of migration advice and assistance. The closing of that Migration Office 7 years ago has not been forgotten but perhaps forgiven slightly, because of access programs that we have integrated into our work through sources other than settlement funding.

First, for the last few years we have been successful in a tender to the Department of Migration's Onshore Protection Unit to provide a free service to eligible financially disadvantaged clients, which is provided by one of our 2 registered agents who are as it happens, second to none. We have also used a commercial migration advisory service.

To that end we are working very cooperatively with the University of Newcastle in assisting those overseas students who are seeking permanent residency, and we are receiving substantial referrals from the Hunter Area Residency, and we are applying those overseas students to the oveseas recruited medical workforce who are eligible to apply for permanency.

But perhaps the most exciting opportunities may be coming through our involvement in the DIMIA Electronic Information Pilot program, which has significantly improved client access to Departmental information and forms. We all suffer from Call Centre fatigue, (do we not?) so that clients' direct phone access to a human being in the Paradata Office is a marvel in itself. The Pilot is to be extended to include Citizenship processing and interviewing, and we have been invited to submit a business plan to the Department to do this work.

Potentially, these sorts of developments will stand us in good stead as we confront the new changed funding environment for Migrant Resource Centres and settlement services, and will allow us to demonstrate that all our eggs are not simply in one basket.

So, despite the understandable nostalgia for maintaining a status quo, we must move forward with the changing policy, and continue to identify and pursue new and productive synergies with DIMIA, and with other potential partners in the pursuit of better settlement outcomes for our target group. I know my fellow Committee Members are in agreement, and I am confident our wonderful staff will, as always, rise to the occasion. I would like to take this opportunity to thank all of them, Committee and staff alike, for their continued support and good work!

Henry Chan
Chairman



It is never business as usual in the MRC and it is the An interesting and challenging year, no doubt at all, with both external and internal factors exerting an influence on what and how we have operated. even though we're fast approaching that "use by" date. Anticipated coming from successful submissions to various funding bodies, which has allowed us to not only to continue our settlement work as required by DIMA, but to undertake innovative innovative projects to address identified needs in collaborative and we hope, self-sustaining ways. The NSW Community Capacity Fund has allowed us to address community information and support needs related to problem gambling, and A partnership with the Hunter Area Health Service has helped us develop management consulting and harm minimisation program.

A partnership with the Hunter Area Health Service has helped us develop additional resources from Family First Program of the Department of Education and Training in its application has been enormous interest in it from a family support services and there has been skilled clients, and a developed last year. Training in its application has been provided to DCS Access and Equity Resource Manual "We don't have any CALD clients," Community Services have given the opportunity of promoting that wonderful The Skillmax Program, funded by AMES, has continued to operate strongly at the Centre, creating very positive results for our overseas skilled clients, and a modest but much appreciated grant from Hunter Area Assistance Scheme has been used to great effect in building interview skills of recently arrived jobseekers.

Most significant and unexpected is the newest grant from DIMIA under the Community Settlement Services Scheme is a major boost to its Rural Strategy. Our task here is to develop outreach settlement services to newly arrived migrants in the New England Region of NSW, including the NW Slopes, to serve such centres as Armidale and Tamworth. This is a wonderful opportunity for us to plan and implement a brand new service in a much overlooked region.

So our geographic footprint is set to expand considerably, with most of the state north of Hornsby connected to us in one way or another. It is worth noting that overall the NESB population in our regional/rural territory is approximately 60000 and the newly arrived component, i.e. 5 years or under, is a substantial 5000 settlers.

All activities resourced by the new funds have of course been in addition to the ongoing settlement work of the Centre, the delivery of information, referral and advocacy services, and the delivery of services to the Hunter Region.

Our Chairman has described in great detail how valuable this work is to residents in our region and to this agency, and has outlined the various apprenticeships we are taking to offer equitable professional services. It is worth noting the escalating level of annual demand, approximately 800 occasions of service face to face, and close to 2000 phone enquiries.

This year has also been marked by an uprecedented event in this region, the arrival, in significant numbers, of refugees from Sudan. At last count approximately a dozen families have arrived, having been proposed by the Sudanese here. Much of our energy and increasing resources have been focused on supporting the arrivals, the proposes and very many wonderful individuals and agencies who are rallying to assist their settlement in our town. There is much generosity here, which never ceases to uplift us.

This new group of refugees, with unique cultural and linguistic characteristics and pre-migration experiences, will take time to settle. They have many major settlement needs, information, cultural orientation, housing for generally very large families, education, refugee settlement work, while rewarding, is also very demanding and made more so by the fact that arrival rates are quite unpredictable - a case of feast or famine.

These proposed arrivals are the precursors of a group of government sponsored refugees who are to be resettled in Newcastle, probably early in the New Year. They, like the Sudanese, will also come from African countries, and will pose considerable challenges for us to meet their needs appropriately.

We are of course used to challenge. All survivors are. In the next 2 years we will be facing the biggest of all, as we prepare to tender for this service, which, up to now, the Department has funded. It is the age of contestability and we must play by the new rules. There is too much at stake not to play, even more, not to win.

As we fast approach the end of another year, it is incumbent on me to thank my wonderful colleagues on the Committee and on staff, who really lighten my burdens. Everyone is a vital contributing part of this amazing and productive whole, and there is so much talent and commitment under this one roof. I commend to you the presentation, in this Report, of their year's work by all our staff.

A very warm welcome to Deborah Carr, our DIMAL consultant, to Lisa And as in other years we need to say some hellos and a reluctant farewell.

And as in other years we need to say some hellos and a reluctant farewell.

Rardon, our NESB Problem Gambling Support worker, and to Mary Milevski, our new receptionist, who together with Carla Siliva/Bekker, (when she's not being our youth worker) represents the "face" of the Centre. Goodbye (again!) to Pat Dring, who was coaxed back to conduct a very special Access and Equity project for us.

It has been a busy year and we all look forward to a well-deserved break.

Violetta Walsh - Director.

Austcare Refugee Week - Celebrations of Refugee week this year were during the week of 20th to 25th October. Three activities were conducted in partnership with Hunter Refugee Network and their members - on the 20th October consultation was held by STARTTS to determine the needs of refugees in the Hunter Region and their members - on the 20th October consultation was held by STARTTS to determine the needs of

Country of Origin	Occasions of Service (face to face & telephone)	Total
Russia	152	
China	142	
Philippines	139	
Poland	98	
India	97	
Macao	23	
Thailand	20	
Indonesia	18	
Malaysia	16	
Turkey	15	

Fig.2 - Clients come from 73 different countries with the top 10 being:

Agents	Face to Face consultation	Phone Consultation	Total
L.Tanots	374	899	831
L.Uppish	231	605	1730

Fig 1 - provision of service to clients by migration Agents at the MRC.

Immigration Information & Advice Service from Rural Region of our service area - Central Coast, Lismore, Muswellbrook, Bathurst, Byron Bay, Dungog, Armidale, Port Macquarie, Foster, Coffs Harbour, Grafton and Dorrigo. We refer you to Fig. 1 and Fig. 2 for details. Types of visas that we have been assisting with vary from simple visa application to complex and demanding submissions to the Department of Immigration, Migration Tribunal or the Minister of Immigration. Visa applications to complex and demanding submissions to the Department of Immigration, Migration Tribunal or the Minister of Immigration.

This year, for me, has been a short but intense year. The project has been providing service to individual clients, government and non-government agencies and covering a large geographic area. Clients come from 73 different countries, presenting different needs. Our immigration service provided face-to-face assistance to 605 clients and addressed 30 different visa issues.



Irina Lupish - Community Project Officer.

I would like to thank the staff and the Management Committee for their support during the year and especially during my illness.

Kolbe House	Austcare	DOCS Disaster Welfare
Attend Fire Safety Training meetings.	Attend staff and Management Committee meetings.	Provide clerical support to this project.
Meetings	Seminars, consultations and forums.	Attended a number of special meetings, seminars, consultations and forums.
Facilitate Multicultural Meetings	Advocacy Committee Meetings	Facilitate Multicultural Interagency
Centreflink Department Community & Training	Hunter Refugee Special Meetings	Violence Against Women Project
Agencies:	Facilitate Hunter Refugee Network	Lake Macquarie City Council
This project supported the following	Department Community & Training	Hunter Area Health Service PHD
Service and Community Development	Advocacy Committee Meetings	Lake Macquarie Interagency
Other involvements	Meetings	DOCS Disaster Project

Multicultural Open Day in Myuna Bay - was organized in partnership with the Department of Sport and Recreation. Communities had the opportunity to acquire themselves with the services provided by the Department. A tour of the facilities and activities were organized for the representatives of several ethnic communities. All enjoyed the day.

John Hunter Hospital Multicultural Week - organised stalls and ethnic choirs entertained staff, visitors and patients in the foyer. It was well received by all.

Outreach Work - provided information and consultation to the workers and clients in North Coast, Hunter Valley and Newcastle areas. Information session was provided to service providers and face-to-face consultations needed to clients north, Cessnock, Raymond Terrace and Rutherglen, Grafton, Lismore in the north, Cessnock, Raymond Terrace and Rutherglen, included the following areas: - Wingham, Port Macquarie, Coffs Harbour, were provided to clients needing advice on Migration matters. The visit included to clients providing information to the local agents on services available to them.

Lake Macquarie EXPO 2003 - in partnership with the Lake Macquarie City Council EXPO was organised on the 22nd October. The General Manager all about 200 people participated in all those activities. Refugees week celebration was part of the Lake Macquarie EXPO 2003. Over refugees in our area. Fund Day was organized at the Blackbutt Reserve and opened the EXPO and 21 services provided information to the local agents on services available to them.

DIMIA	12	NICOMS	Consultations	Name
DOCS - state	3	DOCS - regional	DOCS - regional	DOCS - state
AMEP - general	7	AMEP - regional	AMEP - regional	AMEP - general
AMEP - state	7	NSW Housing	NSW Housing	AMEP - state
Hunter Water	1	NSW Dept of Education - School	NSW Dept of Education - School	Hunter Water
NSW Department of Education - TAFE	1	NSW CRC	NSW CRC	NSW Department of Education - TAFE
Transcultural Aged Care Service	2	Office of Fair Trading	Office of Fair Trading	Transcultural Aged Care Service

Table 2: Consultations with Various Government Agencies

The outcomes of this project continue to be considerable. Not only does the project provide direct support to the rural projects but it also has input into policy development and planning through work with other government organisations which this year have included, the NSW Department of Community Services at a local and state level, the Office of Fair Trading, Centrlink, NSW Department of Education and Training, DIMIA and NICOMS.

Office for its support for the rural conference. Thanks go to DIMIA, and especially the Parramatta rural based projects. The conference was a success and much appreciated by the CSSS Territory. The conference from the Southern area of NSW and the Northern attended by people from other parts of Australia and this saw made open to other CSSS projects from other parts of Australia was also with day 1 including a tour of DIMIA in Lee Street. The conference was also Conference. The conference structure saw some changes to previous years Conference. The conference structure saw some changes to previous years with day 1 including a tour of DIMIA in Lee Street. The conference was also made open to other CSSS projects from other parts of Australia and this saw the attendance from the Southern area of NSW and the Northern attended by people from other parts of Australia and this saw made open to other CSSS projects from other parts of Australia was also with day 1 including a tour of DIMIA in Lee Street. The conference was also

Alex Burns

The final area of work to which this project has addressed itself over the year has been to support other MRC projects. In particular support has been given to most projects but especially to the Community Visitors Scheme in planning and development, the Drug and Alcohol Youth project with support in the provision of training on cultural competencies, the Families First training manual project with general advice and the Productive Diversity project with its development of a Conference for 2004 and the paper presented at the 2003 Diversity Conference.

In order to address gaps in services and to ensure that the MRC understands and is able to identify the issues facing migrants, the rural support project convenes, supports and participates in five multicultural interagency meetings, central and far west as well as along the coast. One of these – the Hunter Rural Migrant Network has been very successful this year in promoting Migrant Services through a series of expos at Salamander Bay (Port Stephens LGA), Muswellbrook and Cessnock. The Port Stephens Expo was also listed as a Harmony Day function. Other interagencies that are supported by this project include the Hunter Migrant Disability Network, which participated in a very successful day project at Hunter Valley gardens and the Migrant Aged services network.

Group work reflects a range of work from organising and participating in Migrant Interactions to the provision of training and so on. As can be seen 1938 participants in this work. Training provided this year included upgrading of introducing services and individuals to improving their cultural sensitivity in working with new arrivals and humanitarian entrants as well as how to access resources like interpreters. Some of this work was undertaken in partnership with other services, especially health, aged and general welfare services. This also took place across the rural area that the MRC serves as well as the Newcastle and Hunter area.

With Clients	Face to Face Services	Telephone Services	Group Work	136 group sessions— number of group participants 1938	of group participants 1938
173.		674			

Table 3 Services Provided

A number of presentations were given by the project on rural issues. These included a paper to the AMES 2003 Rural Forum titled: **New Opportunities for Integrated Settlement Provision – July and Beyond: Sustainable Partnerships**, another on the **MRC and its work** areas to a local AMEP forum, a workshop on **“Achieving Outcomes with State and Local government agencies”** to the Centrelink 2003 Rural Conference and **“Productive Diversity in Regional NSW: Achievements and Outcomes of a Rural Project”** to the 2003 Cultural Diversity Conference in Melbourne.

The general services provided by the project are listed in Table 3. As will be seen 173 individuals received advice and support outside of the work given to the rural based CSSS projects. While numbers of these services were to newly arrived migrants the bulk of other individual support was to service providers seeking to make contact with new arrivals or to improve access to their services.

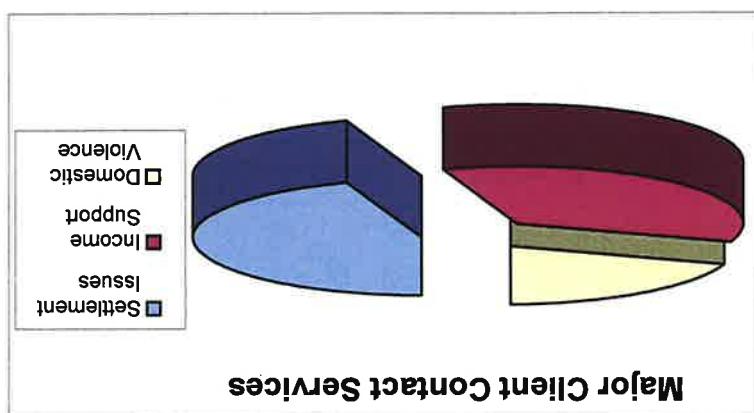
issues raised included interpreting, training for cross cultural and torture and trauma competencies, refugees and TPV holders and lack of following up on EAPs by regional state offices.

Information sessions were also organised for the Japanese group regarding Centreflink payments and general enquiries. The MRC Families first worker and local HACC and CACP providers also gave information sessions.

Two courses took place with the support of Drug & Alcohol MRC Youth worker on "Save a Mate" for the Japanese group. Two courses about drug and alcohol issues were also arranged for Bosnian Youth.

The Japanese group continues to meet at MRC on regular monthly basis.

Group Work



overseas pensions.

including enquiries about English and "Other Services"

Accommodation, Learning

Emerging issues followed by

"Violence", were the significant

"Support" and "Domestic

"Settlement issues", "income

by the client group.

issues / concerns presented

by the client group.

Figure 1.

Figure 1 shows the major

issues / concerns presented

by the client group.

issues / concerns presented

Miza Tolarakovic

Regular networking and information sharing have been a large component of my work, and assistance was given to both government and non-government agencies to improve access and service to migrant communities. This project was also involved in a range of community events, training and special programs.

Port Stephens Expo was timely in that it took place on the day of National Harmony Day, which promotes the importance of people from all over the world living together in spirit of tolerance and harmony. Favorable outcomes were expressed by the 20 agencies involved as well as very positive feed back.

This was a way of informing and reaching out to areas of the Hunter in order to better promote the range of services available locally. The aim of these expos was to invite all service providers based in the LGAs as well as the community, to come along and meet the various Multicultural Services and become familiar with the types of assistance available for culturally and linguistically diverse people.

During this year three very successful expos have been held at Salamander Bay, Muswellbrook and one at Cessnock. The expos were organized by the Hunter Multicultural Workers Network, which the CSSS project convenes. These locations to reach those people where support services are difficult to access. These locations are: Singleton and Cessnock on each alternate Friday.

Outreach services were provided at Raymond Terrace on every Thursday.

The Celessnock Multicultural group continues to develop through outreach services. Several other information sessions were organised during the year included Centrelink, TAFE, MRC's free Migration Agent, EGC Children's services and Mental Health.

Organised in partnership with the Office of Fair Trading during its week-long week Computer course. The group also attended a "Think Smart" seminar linked and completed the 4 week Life Experience Counts course and a 5 week Computer course. Some members were supported. Information sessions were planned and held. Some members were linked to information sessions to develop through outreach

Outreach work:

The Multicultural Education Unit of TAFE under Steve Georgopoulos has worked together with the SMP Program to organise courses in beauty therapy and nail technology to cater for a perceived need in the labour market and to draw on the skills and interests of our mutual clients.

The nail technology course commenced in March for one day per week with fifteen enthusiastic participants. This was followed by a beauty therapy course in July, with many of the same clients following on from the nail technology course.

Four Skillmax courses ran continuously over the year in the upstairs training room at the Migrant Resource Centre. It was decided that part-time Skillmax classes might better suit the local client group, allowing greater flexibility for clients who are doing part-time work, other courses or who may have childcare problems. The part-time format began in July under a new casual AMES teacher, Kathy Patterson. She is a very experienced teacher with an extremely positive attitude and the new format seems to be working well, with even greater numbers of clients opting for Skillmax training. It is seen that the intensive job search training that Skillmax offers adds a great deal of value to the SMP program and to the achievement of departmental targets.

CLIENT TRAINING

By far the greatest number of placements has been in the area of assistant nursing, mainly in aged care nursing homes. This has been identified as a key skill shortage in the local labour market where migrants are highly sought after because of their good work ethic and attitude to patient care. Therefore many migrants are being advised to train in Care Nursing for which designated migrant funding is urgently needed.

This is seen as a culmination of preparing skilled migrants to become job ready and intervention by the SMP in negotiating with employers and matching skills to vacancies. Employment gained by clients has been in all types of jobs including accounts clerical; computing professional; cleaner, kitchenhand and chef; security officer; hairdresser and beautician; gardener; librarian; research assistant; manager; personnel officer; fire fighter; labourer and process worker; receptionist and administration officer; sales assistant and marketing specialist; teacher and community worker; and medical professional.

CLIENT EMPLOYMENT

Full-time employment placements (more than 6 weeks)	30
Part-time employment placements (more than 6 weeks)	35
Work experience placements (140 hours or over)	30
Clients enrolled in training	70
New clients registered	72
Clients assisted with overseas qualifications	35



CHRISTINE FOLLETT

Throughout 2003 there has been meaningful networking taking place with the welfare workers and other staff at the MRC and the SMP. All staff have been helpful in identifying potential candidates for Skillmax and the SMP Program. Also several clients with small children, who have experienced difficulty in their family life, were referred to the Families First Project for assistance. I would like to thank all staff and also the Management Committee for their support and assistance in the implementation of SMP programs.

On 3rd June I attended a forum in Sydney at the Office of Employment, Equity and Diversity on the Migrant Career Development Program and its implications for SMP clients. The NSW Fire Brigade has raised some designated vacancies for migrants through this program. A local Spanish client, Pablo Lopez, was the only successful migrant to make it through the arduous selection process and training course and become a permanent member of the NSW Fire Brigade this year. This is a great good news story for the local program and has been reported on in the Sydney press.

Several clients have been referred to the federally funded "Transition to Work" program through Wesselby Unititing Employment. This program provides financial assistance of up to \$400 to clients who have been out of the workforce for over two years either caring for children or the sick. This money can be used for retraining or any endeavour, which is judged by Wesselby Unititing to be essential in their return to work plan. For one of my clients, a beautician therapist from Taiwan, the program provided \$250 to the Vocational Training Board to cover the costs of the trade test at TAFE for recognition of her overseas trade qualifications as well as supplying \$150 for necessary equipment for preparation for the test.

The job Network has commenced a new contract period with many changes to the system including a renewed focus on mutual obligation in job seeking activities for those on Centrelink benefits. I have been very focused throughout the year in raising awareness amongst our clients of these important changes. I have also contacted many new job network providers who have taken up contracts in July 2003. Many clients have been referred to jobs advertised on the job Network's internet site and have been registered with the new and existing providers.

In 2003 outreach services of the SMPP Program have been conducted at Wyoming Community Centre and Warmer Vale Family Centre. The sessions have concentrated on job search skills and many of the participants have subsequently become individual clients of the SMPP Program who have been assisted with further training and work experience.

LINKS WITH COMMUNITY, GOVERNMENT AND BUSINESS ORGANISATIONS

About thirty work experience placements have been sustained for 140 hours to enable them to become outcomes for the SMP Program. About one third of work experience placements in 2003 have resulted in paid work for clients. Six of these paid work opportunities have been through Hunter Area Health in such facilities as the Mater Hospital, the Toronto Polyclinic and the John Hunter Pharmacy. Others have included an accounttant at the Newcastle University, administration placements at Lake Macquarie Council and Department of Education and Training and a science teacher in the Catholic school system. These placements emphasize the pathway to employment that work experience can offer to our clients. It also exposes clients to an experience of workplace culture and local practices in their fields of expertise, giving them much needed local Australian experience and referees that they can add to their resumes.

CLIENT WORK EXPERIENCE

- ◆ Key initiatives:
- ◆ The Productive Diversity Workplace Program (PDWP) was effectively managed in November and December by Lulu Tamots while the DIMA Rural Evaluation Project was underway. The continuing training, and implementation processes have progressed with some key results achieved listed below. Quarterly Productive Diversity Network meetings have been held all 4 regions while the regular newsletter "Diversity Works" has been produced in November, February, May and August. A newsletter other than the PDWP website has had many additions: Good News stories, details of administrative and clerical support is being provided by this program. Focuses to that of a working group. It has had 3 meetings this year and the newsletter, others have been added to the PDWP webpage.
- ◆ Sydney Productive Diversity Network. This network has now changed its skills migrant database and network activities. Newsletter registered with and regularly supplied to the National Library of Australia and the State Library of NSW.
- ◆ Booklet on regional "Good News" stories compiled, registered as above and used as a marketing tool.
- ◆ Diversity Management Survey results were collated: few companies had diverse markets. Recognition of Prior Learning was seen as the preferred policies in place diversity but most were keen to sell to and used as a marketing tool.
- ◆ Developed a link page on the Hunter's diverse workforce - this information is now on the Hunter Economic Development Corporation's website.
- ◆ 2 training modules developed for use with TAFE, University students or HR managers.
- ◆ Management students on productive diversity.
- ◆ Presentations at 2 conferences in Sydney on outcomes from the 2002 DIMA Rural Evaluation Project.
- ◆ Initial planning completed for 'Diversity Works' 1-day conference to be held in Newcastle in May 2004.

has been provided by Annie Gawn.

This year, while excellent administrative assistance

booklet of regional success stories was also compiled produced in November, February, May and August. A regular newsletter "Diversity Works" has been produced in November, February, May and August. A newsletter other than the PDWP website has had many additions: Good News stories, details of administrative and clerical support is being provided by this program. Focuses to that of a working group. It has had 3 meetings this year and the newsletter, others have been added to the PDWP webpage.

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Cathy Johnston
Program Coordinator
work.

also to the wonderful staff who make this Centre such an enjoyable place to work. Many thanks in particular to Alex Burns who prepared and presented an excellent paper on my project to the Melbourn conference. Many thanks October. Many thanks in particular to Alex Burns who prepared and presented South West Program and to the Cultural Diversity Conference in Melbourn in Conference were distributed to the Centrlink regional Conference, to the I was on leave in August and September 2003. Materials on the 2004

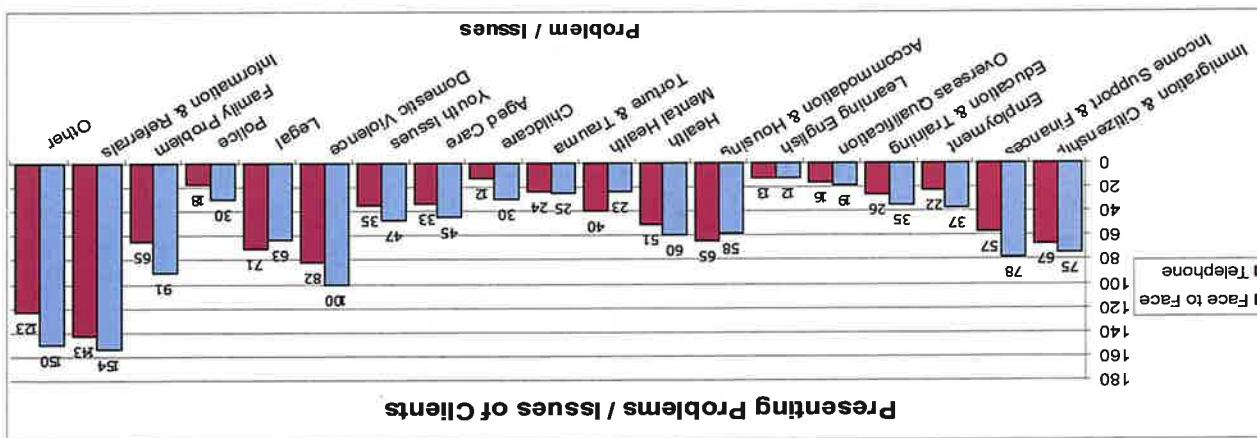
MONTH	TOPIC	TARGET AUDIENCE	NOS.	LOCATION
December	Productive Diversity	Employers	24	Newcastle
February	Travel and P.D.	Employers and service providers	12	Coffs Harbour
February	Using overseas skills	Business people (Rotary)	25	Gosford
March	Travel and P.D.	Students/service providers	22	Harbour
March	Harmony Day breakfast	Newcastle network	35	Newcastle
March	Travel and P.D.	Migrants/tourist operators	22	Bathurst
April	Business and Diversity	Businesses and professional women	12	Lake Macquarie
May	DIMIA report	CSSS workers	30	Sydney
May	DIMIA report	AMES teachers	70	Sydney
May	Skills/qualification of migrants	Service providers	15	Bathurst
May	Travel and P.D.	Migrants/tourist	22	Orange
June	Migrants and Small Business	Migrant: students, business owners	28	Coffs Harbour
July	Migrant services, Productive Diversity	Business network	80	Lake Macquarie
July	Migrant services, Productive Diversity	Migrant: students, business owners	25	Newcastle
July	Migrant services, Lions Club members	Lions Club members	25	Newcastle
July	Travel and P.D.	Network members	29	Newcastle
October	Migrants and Small Businesses #2	Migrant: students, business owners	12	Coffs Harbour
October	Small Business	Small Business owners	50	Newcastle

- In cooperation and partnership with some agencies and some MRCs staff, during the year I have organized some information sessions and some outings for the community such as:
- Feeeling Good, with the topics Well Being – Physical and Psychological, Good Coping Mechanisms, Good stress Management, Assertiveness and Steps to Enhanced Happiness; Information Session on Hunter Health's Drug and Alcohol Clinical Services, Information Session on Budgeting Money,
- Gambling and other Financial Issues, Consultation on the Health Problems of

Information Sessions / Seminar / Outings

Other Include: social / emotional, language difficulties, filling out forms, supporting letters, interpreting and translations, taxation, electricity, telephone and water bills, gambling problems, separation / divorce, death / bereavement, harassment, discrimination, travel offences, migration notices, compensation, relationship conflict outside of marriage, neighbourhood disputes, passport renewals, cultural information, transport, books, brochures and pamphlets about the Philippines

In 2003, I have assisted 251 people with a variety of needs /issues. One thousand and one hundred thirty two (132) instances of face to face service and 963 instances of telephone assistance were provided to the community. As can be seen from the statistics, the service of information and referral offered to individual and families form a significant part of my work. This is followed by domestic violence, family problems, income and finances and immigration.



I am delighted to present my 1st report to the Migrant Resource Centre of Newcastle and the Hunter Region.

(Worker was on leave for three and a half months)

Philip Morris Service

Annual Report 2003



Pet M. C. Kelly

Committee for their support.

Finally, I would like to thank my colleagues and the MRC Management

- Culturally And Linguistically (CALD) Advisory Group
- Migrant Forum meetings; Domestic Violence Court Support Scheme; and
- MRC staff meetings; MRC Caseworkers' meetings;
- I attended or have been involved with the following:

Other activities:

- Supervising the Filipino Social Group which meets every Friday at the MRC, the aim of which among others is to alleviate social isolation.

Regular Activity:

- Information Session for CALD families in Newcastle consultations (to & from)
 - Multicultural Health Week Meeting w/a Migrant Health worker; and
 - Stop DV Forum Day; Computer Training; Welfare Reform Forum;
 - Meeting with a worker from Aram; Guardianship Tribunal Seminar;
 - Wallend/Toronto DV Committee Meeting; Port Stephens Expo;
 - Alcohol Multicultural (DAMC) workers;
 - DOCS Evaluation & Performance Indicators Reporting Meeting with Drug Parliaments Inquiry into Child Protection;
 - TAFE Information Session; Community Forum on the Report of the sessions including:
- I took part in a wide range of meetings, seminars, trainings and information Meetings, Seminars, Trainings, Etc.:

- Aged Care Assessment Team (ACAT); Passport Office; etc.
 - Mater Hospital; Department of Education; TAFE; and
 - Telstra; Local Courts; James Fletcher Hospital; John Hunter Hospital; Migrant Health Services; Hunter Community Legal Centre; Public Trustee;
 - The Philippine Consulate Office; MRCs staffs; Police Service;
 - Women's & Children's Refugee Centres; General Practitioners (GPs);
 - Department of Housing; Probation & Parole Services;
 - Legal Aid; Centrelink; Legal Practitioners (Private); Real Estate Agents;
- I have liaised with the following On Behalf Of Clients:

Sports and Recreation Centre during the Multicultural Open Day.

There was also a visit by some members of the community to Myuna Bay

Community.

I organized the Filipino Choir of Newcastle to represent the Filipino During the Multicultural Health Week Celebration at the John Hunter Hospital to families.

Filipinos and an Information Session on the Various Childcare Services offered

Part D: Training

It has been very satisfying to be able to round off and enhance the previous project, especially presenting the training based on the manual, and it has been a delight to be back at the MRC!

A training session was presented to the Neighbourhood Centre Forum.

Terrace and Mailand.

evaluations from the 20 participants were very positive. The workshops were in Newcastle, Raymond women's refuges, disability programs and Special Education. Attendances were disappointing, but including Family Support Services, Supported Accommodation Assistance Projects, Homestart, 3 full-day Cultural Competency workshops were presented to services involved in Families First,

received by the 40 participants.

The sessions were delivered in conjunction with the Ethnic Communities Council and very well funded Children's Services, with one session in Lake Macquarie, one in Newcastle and one in Mailand. 3 sessions on "Multicultural Awareness and Activities" were presented to child-care workers from DOCS training:

The Families First Learning and Development Strategy has a copy of the manual.

The manual was promoted at Multicultural Health Week and Lake Macquarie Migrant Services Expo.

Letters were sent to selected services offering them a manual and information on training. The 60 manuals were produced and delivered mainly in person, to the targeted services. A further 28 requests for the manual were referred to the MRC website.

A copy of the manual has been put on to the MRC website. The DOCS Learning and Development Unit is also interested in having the manual on their new website through a link to the MRC website.

Promotion and Marketing:

- Newly funded Families First projects
- Hunter based projects that provide services to families with children aged 0-8
- DOCS funded Children's Services
- Neighbourhood Centres
- DOCS Community Service Centres
- Child and Family nursing staff

In the previous project 40 manuals were targeted for CSGP services such as Family Support and SAP services such as refugees. The current funding targeted a further 60 hard copies of the manual for:

Client Group:

The project builds on a previous project which developed a Families First Access and Equity resource manual, "We Don't Have Any CALD Clients", by providing additional funds to make the manual more widely available in the Hunter, and to provide space to face training based on this and Equity resource manual, "We Don't Have Any CALD Clients", by providing additional funds to make the manual to selected services working with young families in Port Stephens, Lake Macquarie and Newcastle.

Objectives:

The project was funded by a Families First initiative to enhance the cultural competence of relevant DOCS funded services to work with families from diverse cultural and linguistic backgrounds. It was funded for 6 months from May to November 2003 for 14 hours a week.



General Promotion

The aim of the Problem Gambling Support Project is to provide culturally appropriate and accessible services to culturally and linguistically diverse (CALD) communities in dealing with problem gambling and related issues. The project has been in progress for four months, during which time a significant number of the project goals have been achieved.

SCIENTIFIC ILLUSTRATION

- Media release to

- To raise awareness of the project the following activities have been undertaken:
 - Development of a project brochure, copies of which were sent to over 130 local multicultural services and groups and mainstream health and welfare services.
 - Mail-out of a small project poster and brochures to all clubs in Newcastle and the Hunter, with a request that this information be displayed near other problem gambling support information.

ජ්‍යෙෂ්ඨ පාඨම්පෑල

- Media release to community newspapers in the Hunter, which resulted in an article in the Star newspaper in July.

the MRC project.

- Promotion of the project by Pacific Islander caseworkers on community radio.
 - Promotion of the project at various meetings including Multicultural Health Week, Centreflink Migration Forum, Ethnic Communities Council HACC Coordinators meeting, Older Men's Well-being meeting, Hunter CALD Advisory Group meeting Domestic Violence Awareness Day and Censusock Multicultural Expo.
 - Promotion has involved raising awareness of local mainstream gambling problem services and the Multicultural Problem Gambling Service (NSW), in addition to

Digitized by srujanika@gmail.com

- Cultural Awareness Training for Problem Gambling and Related Services

getting gambling under

- CA LD groups with information about problem gambling and services to present their problems to the project and the national network and also to provide people with some practical ideas for

A significant part of the project has involved identifying opportunities for pressuring

• Distribution of w

- An outline of the difference between social and problem gambling;
 - Signs and indications that someone may have a gambling problem;
 - Reasons why someone might develop a gambling problem;
 - What problem gambling counselling involves; and

Lisa Reardon

The Problem Gambling Support Project is overseen by Violletta Walsh, Barbara Knorr (Multicultural Liaison Officer, Newcastle City Mission) and Glen Rampton (Community Manager, Newcastle City Mission). I meet with this group bi-monthly to report on achievements and discuss strategies for the project.

Project Reference Group

In September I attended a one-week gambling counselling training course in Sydney, presented by Wesley Mission and funded by the Casino Community Benefit Fund. Since July, I have worked with three clients on a one-to-one basis to provide them with support in dealing with gambling problems. It is expected that this caseload may increase as awareness of the project increases. It is also anticipated that there may be an increase in CALD clients accessing mainstream problem gambling services as a result of community education and awareness raising activities.

Problem gambling services as a result of community education and awareness

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anticipated that there may be an increase in CALD clients accessing mainstream

problem gambling services as a result of community education and awareness

that this caseload may increase as awareness of the project increases. It is also

In November I attended a one-week gambling counselling training course in Orthodox Day Care Centre, the Chinese Association and a Russian women's group.

In November presentations will also be made to the Holy Apostles Greek

Orthodox Day Care Centre, the Chinese Association and a Russian women's

Month	Group	Location	No.	Topics covered
Aug	Lake Macquarie Multicultural Friendship Group	Toronto	30	Brief introduction of project & services
Aug	Philippines Group	MRC	15	1 hour session on budgeting & problem gambling
Aug	Polish Day Care (Wed Group)	Broadmeadow	40	Brief introduction of project
Sept	Greek Day Care Centre	Hamilton	40	30 min session – overview of problem gambling & services
Sept	Akебоно (Japanese Group)	Broadmeadow	20	Brief introduction of project
Sept	Italian Day Care Centre	Hamilton	40	20 min session – overview of problem gambling & services
Sept	Polish Day Care (Tues Group)	Broadmeadow	40	30 min session – overview of problem gambling & services
Sept	Macdonian Day Care Centre	Broadmeadow	40	Brief introduction of project
Oct	Maitland Multicultural Group	East Maitland	35	30 min session – overview of problem gambling & services
Oct	Global Connections Group	Rutherford	5	1 hour session – overview of problem gambling & services
Oct	Centrelink CALD Clients on Parenting Payments	MRC	50	2 hour session – information about Centrelink, MRC services and problem gambling
Nov	Spanish Speaking Women	MRC	10	Brief introduction of project & services
Nov	Multicultural Neighbourhood Centre – Advanced English Centre	New Lambton	10	Brief introduction of project & services

The sessions are very informal and interactive, with opportunity for questions, comments and group discussion. In one session the issue of problem gambling was introduced under the heading of "budgeting and other financial issues", as this was thought to be a less confronting way to present the topic. In this instance the presentation was delivered by a financial counsellor from Lifeline Newcastle. To date 14 presentations have been made to approximately 380 people in the following groups:

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*Others includes grief and loss, settlement information and cultural information.

Problem/Issue	No. of Instances	Problem/Issue	No. of Instances
Family/Parenting	253	Housing	74
Domestic Violence	73	Legal	74
Immigration	41	Isolation	110
Income Support	57	Languages	113
Employment/Education	81	Other*	109
Health	135	TOTAL	1120

Issues presented by clients are shown in the following table.

CLIENTS NEEDS:

COUNTRY	No. of Clients	COUNTRY	No. of Clients
Argentina	17	Germany	3
Australia	20	Greece	2
Austria	1	Honduras	7
Bosnia	1	Samoa	1
Brazil	2	Somalia	1
China	21	Spain	2
Colombia	16	Thailand	8
Costa Rica	6	Ukraine	1
Dominican Rep	3	Venezuela	6
EI Salvador	6	Peru	40
England	6	Papua New Guinea	3
Fiji	21	Peru	40
Finland	2	Philippines	16
France	5	Poland	5
Zimbabwe	2		

Clients assisted during the year included men, women, adolescents and children from the following 44 ethnic backgrounds:

Of the 1120 occasions of service, 673 were delivered face to face and 447 occasions of service were delivered to clients by telephone.

This year Multicultural Family Support provided 1120 occasions of service to 378 people, with an average of 32 clients per month. Of the clients assisted each month an average of 24 were on-going clients (ie had received assistance in previous months) and an average of 8 clients per month were new referrals.



Report prepared by Lisa Reradon, for Marcela Sutcliffe who is on extended sick leave. We wish her a speedy recovery – MRC Staff and Management.

- | | | | | | | | | | | | | | | | | | |
|---|--------------|---|---|-----------------------|---------|------------------------------|-------------------------------|----------|-------------------------|-----------------------------------|-----------|-------------------------|---------------|--|----------------------|------------------------|--------------------------|
| CALD-DOCS Advisory Committee (3 meetings) | Refugee Week | Family Support Services National Conference | Caseworkers meeting (7 meetings in total) | MRC staff meeting (5) | MRC AGM | Centrelink Migrant Forum (3) | Multicultural Health Advisory | Training | Families First Resource | Newcastle Domestic Violence Court | Committee | Families First Resource | Manual Launch | EDMU Conference (for Spanish Speaking Women) | Save a Mate Workshop | Support Scheme Meeting | Truth Behind Islam Forum |
|---|--------------|---|---|-----------------------|---------|------------------------------|-------------------------------|----------|-------------------------|-----------------------------------|-----------|-------------------------|---------------|--|----------------------|------------------------|--------------------------|

Consultancy and attendance at meetings, seminars, training and information sessions plays a very important role in order to provide quality Family Support Services. Cultural Information and Consultancy was provided to 21 community services providers during the year. Thirty one meetings were attended during the year, as follows:

MEETINGS & CONSULTANCY

- Meetings of the Multicultural Women's Support Group were held monthly during July-December 2002, with 12-15 people attending each month. Despite strong interest in the group for the first six months, changing circumstances and time commitments of some key participants in the group meant that numbers became too small for meetings to be worthwhile. However, several participants have recently contacted the MRC and expressed strong interest in starting the group up again, and it is anticipated that this will happen late 2003 or early 2004.

The Spanish Speakers Women's Group met each month during the year with an average of 10-12 participants at each meeting. The Spanish Speakers Women's Group continues to have strong interest, as well as several new members joining throughout the year.

GROUP WORK

Service Provided	No. of Instances	Service Provided	No. of Instances
General	300	General Support	180
Information			
Counseling	211	Court Support	9
Advocacy	65	Filing Out Forms	58
Consulstancy	40	Home Visits	39
Referrals	114	Agency Visits	31
Meditation	73	Total	1120

Services provided to families and individuals are as follows:

SERVICES PROVIDED:

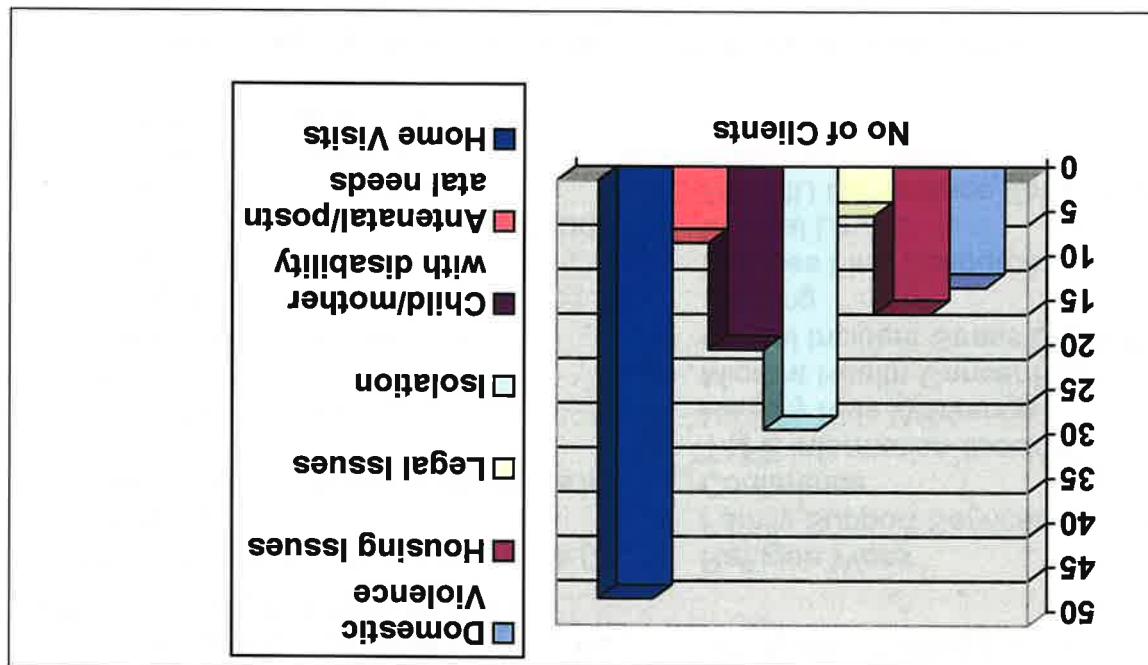


Figure 1: Types of issues presented:

Assistance Provided	Number of clients
Housing issues	15
Domestic Violence	12
Legal issues	4
Isolation	28
Child/mother with disability	19
Antenatal/Postnatal needs	7
Home Visits	47

Types of issues presented:

During the 12 months period clients from 31 countries were assisted.

Of all the 49 families who accessed the service either one or both parents were from culturally and linguistically diverse backgrounds.

During the 12-month period a total of 49 families have accessed this service from the Newcastle and Lake Macquarie areas. Of this 18 families received assistance outside of 9 – 5 pm and during the weekends and public holidays.

Funded by Department of Community Services

Annual Report 2003
Multicultural Family Support Project - (Families First)

Devika Wijewardene

It has been a very productive and a successful year for this new project with many positive outcomes. I would like to thank the Director, staff and the management committee for their support. The flyer advertising the service has been translated in 15 languages. These flyers will be distributed to the relevant services to be given to CALD families.

Administration:

Clients accessed the service through self-referral, referrals through other services and from centre based referrals. Ongoing case management was provided with support through home visits, referral to other services, and/or accompanying clients to groups such as playgroups and nursing mothers groups.

Case Management:

Department of Housing in linking clients and working together to provide assistance.

Migrant health, Ethnic Communities Council, TAFE, Eva's Project, Women's Housing, Newmaca Housing, DOCS, Legal Aid, Waratah Police and

Worked with Family Support Services, Home Start, Hunter Area Health, Worked in partnership with Special Education Newcastle University for children with disabilities.

Networking:

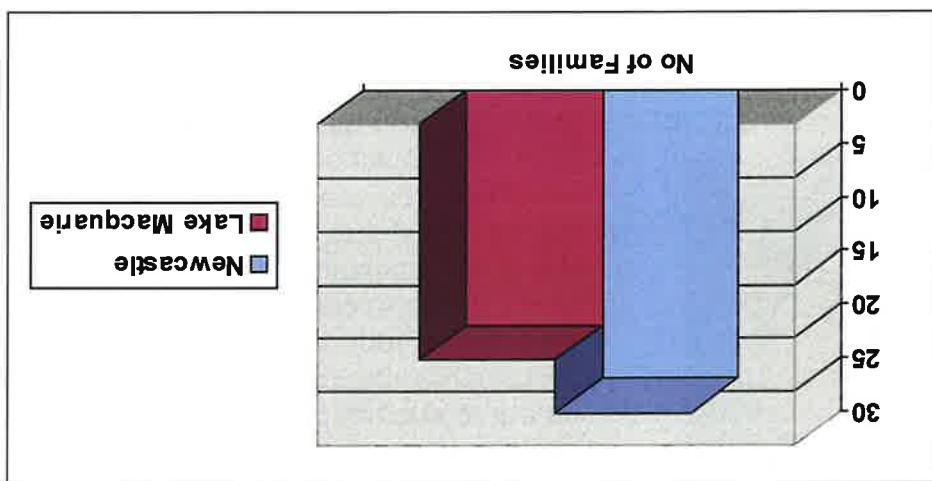
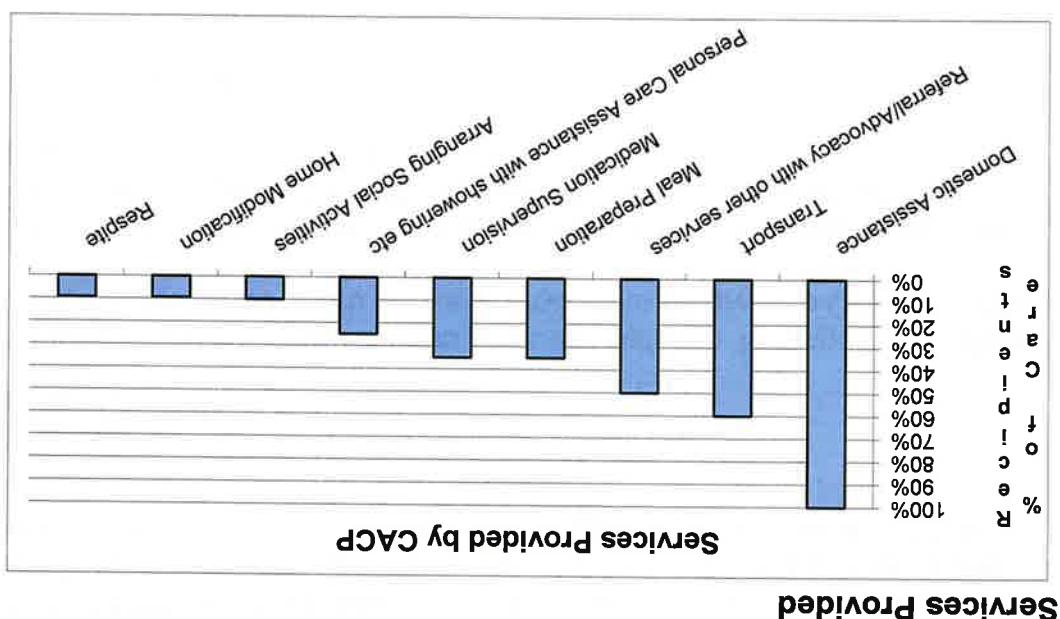


Figure 2: Clients from Newcastle and Lake Macquarie areas:

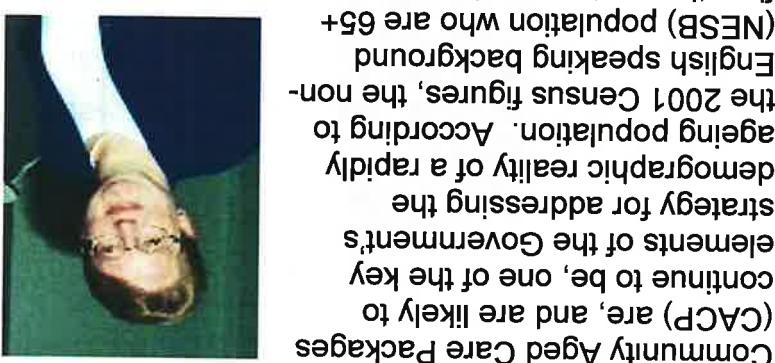


The CACP Project continues to provide a wide range of home based care and assistance to frail aged people from NESB who wish to remain living at home as long as possible.

The Multicultural CACP Project at the MRC is in its third year of successful operation and reflects the demographics outlined above – as the majority of carer recipients are from Italian, Greek, Ukrainian and German backgrounds. In the past year two of our carer recipients have moved to a hostel and one has passed away and one has voluntarily withdrawn – a turnover rate of 20%.

Also significant is the fact that there are many communities where the 75+ population is quite substantial e.g. Ukrainian over 80% Polish over 50%

A feature of the Hunter NESB population is that a large proportion are the result of post WWII migration, and many ethnic groups have a large percentage in the 65+ group; e.g. Ukrainian 86.4% Polish 64.3% Italian 54.6% Greek 39.8%



Care Recipients Profile

16 female and 4 male care recipients representing seven cultural backgrounds: Italian, Greek, Ukrainian, German, Sri Lankan, Russian and Macedonian.

The brokerage model adopted by the MRC has proven to be an efficient and effective means of service provision. Having a choice of a variety of providers enables us to better meet the cultural and linguistic needs of our care recipiens.

While the direct service provision is contracted out, there is also a substantial casework management component for the two part time Coordinators. This includes the ongoing monitoring of care recipiens welfare and changing admissions, changing family circumstances and/or availability of other support a result of personal or health related crises situations, such as hospital needs as well as the more intensive assistance required by care recipiens as enhancement their skills in managing Quality Improvement. This will ensure that we meet and continuously improve the service provision and quality outcomes for our care recipiens, as well as meet the more rigorous accountability framework that is likely to be introduced by the Department in the near future.

The main focus of professional development of the Coordinators has been to enhance their skills in managing Quality Improvement. This will ensure that Coordinating CAC during the past year has been a satisfying, and at times, challenging role that has been made immeasurably easier through the management and fellow colleagues at MRC and other organisations.

We wish you all a Safe and Happy Festive Season.

Silu (Teleisia) Loheda & Sue (Slavica) Hristov - Coordinators

Training

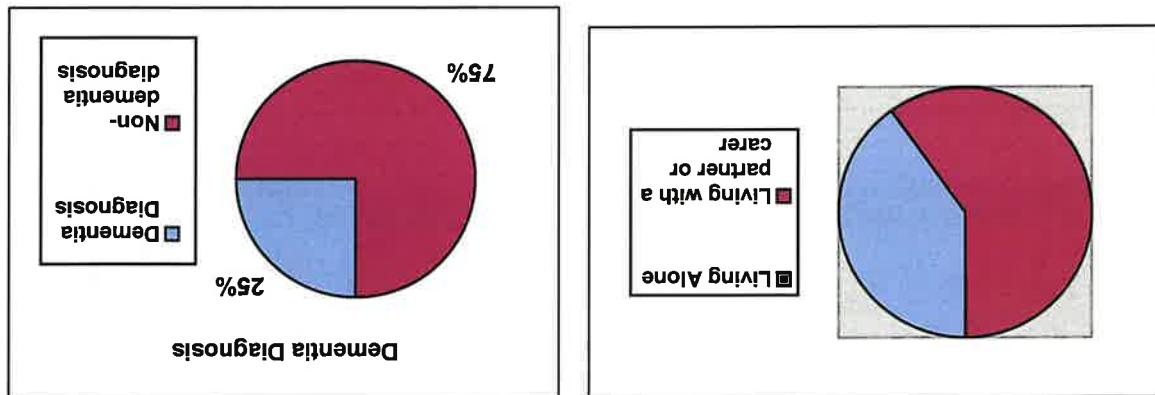
Casework management Role

While the direct service provision is contracted out, there is also a substantial casework management component for the two part time Coordinators. This includes the ongoing monitoring of care recipiens welfare and changing admissions, changing family circumstances and/or availability of other support a result of personal or health related crises situations, such as hospital needs as well as the more intensive assistance required by care recipiens as a result of personal or health related crises situations, such as hospital admissions, changing family circumstances and/or availability of other support mechanisms.

Model of Service Provision

The brokerage model adopted by the MRC has proven to be an efficient and effective means of service provision. Having a choice of a variety of providers enables us to better meet the cultural and linguistic needs of our care recipiens.

While the direct service provision is contracted out, there is also a substantial casework management component for the two part time Coordinators. This includes the ongoing monitoring of care recipiens welfare and changing admissions, changing family circumstances and/or availability of other support a result of personal or health related crises situations, such as hospital needs as well as the more intensive assistance required by care recipiens as a result of personal or health related crises situations, such as hospital admissions, changing family circumstances and/or availability of other support mechanisms.



16 female and 4 male care recipiens representing seven cultural backgrounds: Italian, Greek, Ukrainian, German, Sri Lankan, Russian and Macedonian.

Care Recipients Profile

To meet the new challenges we have put more emphasis on our morning tea training sessions. We have had 3 training sessions so far this year with each focusing on a challenging area – Two of these were, “OH&S issues in our Visiting” and “Dementia”.

Several problems have arisen this year, which we haven't faced in the past. As many of our Visitors are in their twilight years, the distance they may have to travel can be considerable. Thus we have to make sure that they are covered and protected when using their vehicles, especially with insurance. Further, as things have changed we also have to make sure that we continually raise the Visitor's awareness to changes in workplace requirements. Today we have to ensure that each Visitor has a solid understanding of the “formalities” in visiting as it is no longer just “Visiting old friends” even though this is how we want their visiting experience to be.

The picture is more complex however, as not every Visitor does the same level of visiting. For instance there are some Community Visitors who visit 3 or more different Nursing Homes in the Region. This is aided somewhat as we are also blessed with volunteers who are able to speak several different languages. With this gift they can converse and visit several other Residents in the same Nursing Home.

Although we received an increase in funding for our Visitors this year, and now are funded for 28 visitors, our visitors actually do much more. This is reflected in the table, which shows that our 28 Visitors do the work of 39 Visitors. This year we received an additional 5 Visitors because of the increase in demand.

Name of Nursing Home	Visits	Number of Visitors	TOTALS
WESELBY	8	1	
WESCHOTT	37	2	
WALLSEND	135	5	
TORONTO	3	2	
TINONEE GARDENS	106	6	
ST. JOSEPH	40	1	
REDHEAD	5	1	
OBAN	30	2	
NARLA VILLAGE	12	1	
MOUNT CARMEL	27	1	
MAX KOLBE	80	5	
LINDSAY GARDENS	57	1	
KURRI MAS. HOSTEL	12	1	
KARA	33	1	
HAWKINS VILLAGE	23	2	
BOLTON POINT	7	1	
BETHEDEN	98	4	
ALLANDALE	18	2	
TOTALS			731

Table 1: Visits by the Community Visitors Scheme to Lower Hunter Nursing Homes

This year is the 10th year of the MRC's Community Visitor Scheme and as in previous years continues to be a very busy project. Table 1 gives an indication of the work of the scheme and shows the number of visits made by our volunteers to the different nursing homes throughout the Lower Hunter. As will be noted from the table 731 visits were made.



Funded by the Department of Health & Ageing

COMMUNITY VISITORS SCHEME REPORT 2002/2003



Community Visitors Scheme Photographs 2003

Ann Dupree

I'd like to thank the Commonwealth Department of Health and Aging for its continued 10 years of support of our program, the staff at the many Nursing Homes the Visitors visit and especially our great and wonderful Community Visitors.

We are also making use of other avenues to get information across with a visit in the near future to a movie on "Nursing Homes" being one of these.

Hunter Health Drug and Alcohol Clinical Services were promoted through a number of local ethnic communities newsletters and the Migrant Resource Centres (MRC) Migrant Services Directory. The service directory of Hunter

Objective 2 - To increase awareness of Drug and Alcohol Clinical Services (Government and non-Government) among communities of non-English speaking background.

The final three sessions focused on groups of young people from diverse cultural backgrounds and aimed at providing drug and alcohol awareness in a sporting environment with a half hour awareness session followed by 1 hour of volleyball. These sessions were held at the Newcastle University Sports' The Forum. The alcohol and other drug (AOD) awareness sessions were run by the Youth Support Project (YSP) officer and were informed by and based on the Drug resource : a harm reduction resource for senior secondary students teaching sense by the Macarthur Drug & Alcohol Youth Project, along with NSW Health fact Sheets and Australian Drug Foundation information to increasing awareness of physical and mental effects of alcohol, cannabis and tobacco use.

Young people from former-Yugoslav, Japanese and Pacific Islander communities participated in 3 SAM sessions. Feedback was very positive and indicated an appreciation of the CPR accreditation facet of SAM. The CPR accreditation appeared to be a significant draw to young people's participation in the SAM sessions.

Objective 1 - To provide a targeted drug and alcohol prevention, education and harm minimization program to young people of non-English speaking background.

Large Groups: Young people and communities of non-English speaking background and drug and alcohol Clinical Services Hunter Area Health Centre

Project period: March to September 2003

Annual Report 2003

NESB YOUTH SUPPORT PROJECT

NESB Youth Support Project Officer
Carla Silva

Centre was a guest presenter at the two sessions held at the Migrant Resource Centre Seeto, Project Officer from the Drug and Alcohol Multicultural Education Foundation, guests speakers and overheard support as well as direct presentation. The training included a range of exercises and workshop activities and included handouts, guest speakers and workshops aimed at facilitating staff to be better able to serve migrant clients of culturally and linguistically different backgrounds. The skills of staff from government and non-government AOD service providers in working with migrants. The training also aimed at facilitating staff to be better able to serve migrant clients of culturally and linguistically different backgrounds.

The objective of the cultural competency training was to enhance and improve the skills of staff from government and non-government AOD service providers in working with migrants. The training also aimed at facilitating staff to be better able to serve migrant clients of culturally and linguistically different backgrounds.

Objectives and equity for young people and communities of non-English speaking background by services staff.

Providing cultural competency training to Drug and Alcohol service providers from the Hunter area. One session was provided to the Samaritans Youth Service 'The Hub' on their premises at Newcastle West. Two service providers from the Hunter area. One session was provided to the three cultural competency-training sessions were held with Drug and Alcohol

service providers and other regarding AOD information, where possible information was provided in appropriate community languages. All communities were provided with information packages which included service brochures and other regarding AOD information, where possible information was provided in appropriate community languages.

Community participated in an information session conducted by the project officer.

Services for both the Samoan and Filipino communities. The Japanese

Service Unit, provided a presentation on these services for both the Samoan and Filipino communities. The Japanese

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Amenity International	Bohemian Outreach Society	Community Options NESB	Centrelink Multicultural Access Forum	DOS Cultural and Linguistically Diverse Employment Opportunities	Fair Wear Committee	Hamilton Walkers	Hunter Ethnic Teachers Association	Hunter Community Languages Council	Hunter NESB Disability Working Party	Relationships Australia	TACS Committee
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The premises have also been utilized by interagency groups with a migrant focus/intersympathy

Experienece Counts	Hunter Community College - Life	Multicultural Dementia Support	Support Group	Domestic Violence Torture & Trauma	Education (SPICE) Group	South Pacific Islander Culture in Society	Newcastle & Hunter Ethnic Choral Group	Multicultural Women's Support	International Choir	Home and Community Care	Families in Cultural Transition
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In addition the following multicultural groups have been accommodated

Baha'i Community of Newcastle	Bosnian Community of Newcastle	Estonian Community of Newcastle	Filipino Women's Group	Greek Orthodox Holy Apostles	Korean Group	Lettsei Group	Macedonian Youth Group	Newcastle Theosophical Society	Samoan Catholic Community Choir	Slovene Association of Newcastle	Sri Lankan Community	Skillimax Group	Spanish Adult Group	South Pacific Islander Culture in Society	Home and Community Care	Families in Cultural Transition
(Pavlos Meles)	Hungarian Association	Havrian Community of Newcastle	Greek Macedonian of Newcastle	Koreans	Lettsei	Macedonian Brotherhood	Nightingale (sub-group Lettesi)	Newcastle Senior Citizens Group	Samoan Catholic Community Choir	Slovene Association of Newcastle	Sri Lankan Community	Spanish Speaking Dance Group	"Tonatuh"	South Pacific Islander Culture in Society	Home and Community Care	Families in Cultural Transition

Arlene Richards
Finance Controller



Tima Otto
Office Manager /
Refugee Support



Juanita Loli
Welfare Worker PIWC



Michael O'Sullivan
HPTACLS Project



Annie Gawn
PDW/SMPD
Assistant



Mary Milevski
Admin Officer



Carla Silva
Admin Officer



Lulu Tanots
Deputy Director
Migration Agent



Annual Report 2003



For The Year Ended 30 June 2003

Financial Report

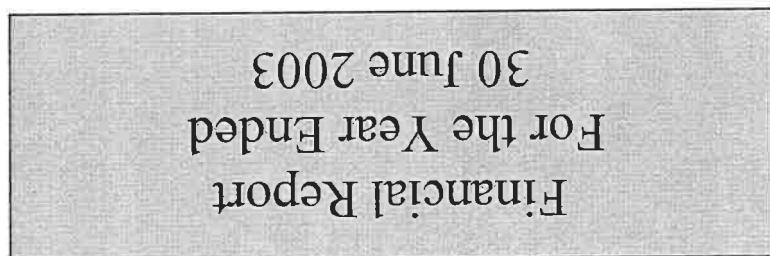
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LIMITED

MIGRANT RESOURCE CENTRE OF
NEWCASTLE AND HUNTER REGION

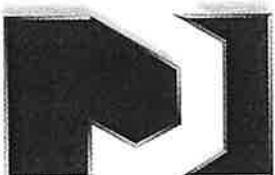
Detailed Statement of Financial Performance	20-21
Complaint Report	19
Notes to the Financial Statements	9 - 18
Statement of Cash Flows	8
Statement of Financial Position	7
Statement of Financial Performance	6
Directors' Declaration	5
Auditors' Report	4 - 5
Directors' Report	1 - 3

Contents



LIMITED
 NEWCASTLE AND HUNTER REGION
 MIGRANT RESOURCE CENTRE OF

Cuthber & Neale



In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.

Significant Changes in State of Affairs

The Company operated successfully throughout the period applying grant funds for the purposes for which they were provided. All obligations and conditions of funding have been met.

Operating profit of \$50,859 was achieved and compares with a loss of \$(14,531) achieved in 2002.

Review of Operations

The net result of operations from ordinary activities for the year ended 30 June 2003 was a profit of \$50,859.

Operating Results

There were no significant changes in the nature of these activities during the financial year.

The principal activity of the Company is the provision of welfare and information services

Principal Activities

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

1	Henry Chan	Name	Years Service	Chinese Association/Financial Advisor	Director	Tudy Mills Evers
15	Member of Newcastle and Hunter Valley	Position	Chairman	Chinese Association/Financial Advisor	Director	Ivan Klopceic
18	Director of Migrant Health Service	Position	Ukrainian Community Representative	President of Polish Association	Director	Alma Kizeweter
14	Ukrainian Community Representative	Position	Ukrainian Association	President of Slovenian Association	Director	Zorana Vasilijevic
7	Director	Position	Bosnian Community Representative	Tatar Community Representative	Director	Suzana Young
12	President of Polish Association	Position	Bosnian Community Representative	Filipino Community Representative (resigned 20/5/03)	Director	Melanie Larsen
8	Director	Position	Tatar Community Representative	Macедonian Community Representative (resigned 20/11/02)	Director	Traje Trajanovski
5	President of Slovenian Association	Position	Filipino Community Representative (resigned 20/11/02)	Greek Community Representative	Director	Fr Nicholas Zervas
8	Director	Position	Macедonian Community Representative	Fellow of the Institute of Chartered Accountants	Director	Paul Mother
4	Chairman	Position	Greek Community Representative	Sudanese Community (appointed 20/11/02)	Director	Marko Kocic
2	Member of Newcastle and Hunter Valley	Position	Member of Newcastle and Hunter Valley	Member of Newcastle and Hunter Valley	Director	1

The names of the Directors in office at any time during or since the end of the year are:

Your Directors present their report on the Company for the financial year ended 30 June 2003.

DIRECTORS' REPORT

"Every member of the Management Committee, auditor, secretary and other officer for the time being of the Centre shall be indemnified out of the assets of the Centre against any liability arising out of the execution of the duties of his or her office which is incurred by him or her deferring any proceedings, whether civil or criminal, in which judgment is given under the Code in which relief is granted to him or her by the Court in respect of any negligence, default, breach of duty or breach of trust".

Clause 83 of the Company's Articles of Association states:-

Indemnifying Officers or Auditor

Henry Chan	11	No Available
Thudy Mills Evers	11	No Attended
Bill Samanowsky	11	Meetings
Ivan Klopickic	11	
Alima Kizewater	11	
Zoran Valisjevic	11	
Sanna Young	8	
Melanie Larsen	2	
Traje Trajimovska	1	
Frt Nicholas Zervas	6	
Paul Mather	11	

Meetings	No Attended	No Available

During the financial period, 11 meetings of Directors were held. Attendances were:

Meeting of Directors

The Company's operations are subject to environmental regulation under the law of the Commonwealth and State. The Directors are not aware of any breaches of the legislation during the financial year which are material in nature.

Environmental Issues

No information is included on the likely developments in the operations of the Company and the expected results of those operations.

Future Developments

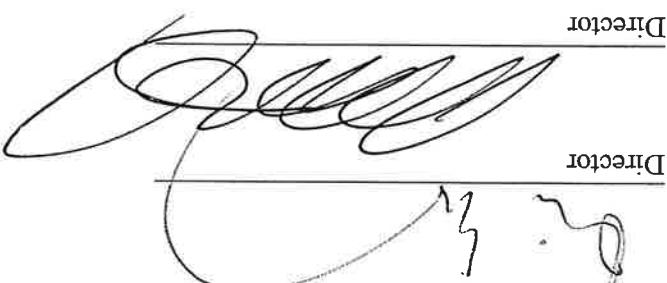
No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

After Balance Date Events

DIRECTORS' REPORT

No Director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the Company, with a Director, a firm of which a Director is a Member or an entity in which a Director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by Directors and shown in the Company's accounts.

Signed in accordance with a resolution of the Board of Directors:

Director

Director

Dated this 15th day of October 2003

Directors' Emoluments

DIRECTORS' REPORT

Page 3

(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Signed at Newcastle on
6 October 2003
First Floor
25 Boltion Street
M.J. O'Connor C.A
CHARTERED ACCOUNTANTS
CUTCHER & NEALE

M.J. O'Connor C.A.

all

- (b) other mandatory professional reporting requirements
- (ii) complying with Accounting Standards and the Corporations Regulations 2001; and
- (i) giving a true and fair view of the Company's financial position as at 30 June 2003 and its performance for the period ended on that date; and
- (a) the Corporations Act 2001, including:

In our opinion, the financial report of Migrant Resource Centre of Newcastle and Hunter Region Limited is in accordance with:

Audit Opinion

The audit opinion expressed in this report has been formed on the above basis.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examining, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory reporting requirements so as to present a view which is consistent with our understanding of the Company's financial position and performance as represented by the results of their operations and their cash flows.

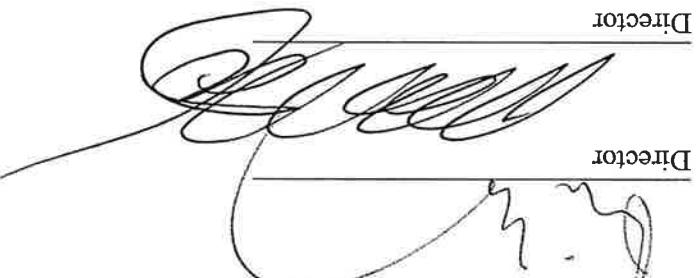
The Company's Directors are responsible for the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the Members of the Company.

We have audited the financial report of Migrant Resource Centre and Hunter Region Limited for the year ended 30 June 2003 as set out on pages 5 to 18.

Scope

INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED

Dated this 15 day of October 2003.


Director
Director

This declaration is made in accordance with a resolution of the Board of Directors.

2. In the Directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

(b) give a true and fair view of the financial position as at 30 June 2003 and of the performance for the year ended on that date of the Company;

(a) comply with Accounting Standards and the Corporations Regulations 2001; and

1. The financial statements and notes, as set out on pages 6 to 18 are in accordance with the Corporations Act 2001:

The Directors of the Company declare that:

DIRECTORS' DECLARATION

Page 5

(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

	2003	2002	Note	\$	\$	
Revenues from ordinary activities	2	556,593	510,793			
Employee benefits expense		(216,436)	(221,710)			
Depreciation and amortisation expense	3	(19,727)	(19,691)			
Administration expenses		(131,760)	(146,047)			
Other expenses from ordinary activities	3	(137,811)	(137,816)			
Profit/(loss) from ordinary activities		50,859	(14,531)			
Total change in equity		50,859	(14,531)			

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003**

Page 6

The accompanying notes form part of these financial statements

	Note	\$	\$	CURRENT ASSETS
Cash assets	2002	2003	2002	
Receivables	5	311,230	250,568	
Other	6	76,621	43,529	
TOTAL CURRENT ASSETS	7	397,322	302,016	
NON CURRENT ASSETS				
Plant & equipment	8	78,309	70,674	
TOTAL NON CURRENT ASSETS		78,309	70,674	
TOTAL ASSETS		475,631	372,690	
CURRENT LIABILITIES				
Playables	9	39,378	34,711	
Provisions	10	137,336	120,184	
TOTAL CURRENT LIABILITIES		176,714	123,655	
NON CURRENT LIABILITIES				
Playables	9	32,461	33,438	
Provisions	10	32,461	32,461	
TOTAL NON CURRENT LIABILITIES		32,461	32,461	
TOTAL LIABILITIES		209,175	157,093	
NET ASSETS		266,456	215,597	
EQUITY				
Retained profits	11	266,456	215,597	
TOTAL EQUITY		266,456	215,597	

STATEMENT OF FINANCIAL POSITION
AS AT 30TH JUNE 2003

(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITE

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS			
FOR THE YEAR ENDED 30TH JUNE 2003			
	Note	2003	2002
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers	514,061	515,801	(435,477)
Payments to creditors and employees	(569,992)	9,440	8,281
Interest received	8,281	8,281	-
Net cash provided by (used in) operating activities	88,024	(45,910)	17(b)
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of plant & equipment	(27,362)	(18,475)	-
Proceeds from sale of plant & equipment	-	-	-
Net cash provided by (used in) investing activities	(27,362)	(18,475)	17(a)
Net decrease in cash held	60,662	64,385	250,568
Cash at 1 July 2002	314,953	311,230	250,568
Cash at 30 June 2003	314,953	311,230	250,568

The depreciable amount of all fixed assets are depreciated over their estimated useful lives to the Company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the estimated useful lives of the improvements.

Depreciation

The carrying amount of plant and equipment is reviewed annually by the Directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

Plant and equipment are measured on the cost basis.

Plant and Equipment

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

(b) Plant & Equipment

The Company is exempt from income tax under Section 50-30 of the Income Tax Assessment Act 1997.

(a) Income Tax

The following is a summary of the material accounting policies adopted by the Company in the preparation of the financial reporting policies have been consistently applied, unless otherwise stated.

The financial report has also been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views, other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

All revenue is stated net of the amount of goods and services tax (GST). Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

(e) Revenue

- investments in money market instruments maturing with less than 14 days to maturity.
- overdrafts; and
- cash on hand and at call deposits with banks or financial institutions, net of bank

For the purpose of the statement of cash flows, cash includes:

(d) Cash

Contributions are made by the Company to employee superannuation funds and are charged as expenses when incurred.

Employee entitlements are calculated for each employee from the first day of employment, so that an accurate charge can be allocated to each grant.

Provision is made for the Company's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal value.

(c) Employee Entitlements

Leasedhold improvements	14.3 to 20% PC	Equipment	10% to 40% DV	Motor vehicles	22.5%DV
Class of Asset	Average Depreciation rate				

The depreciation rates used for each class of depreciable assets are:

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

Page 10

Amounts received from affiliated grants that are unable to pay the allocated administration charge and long service leave contribution at balance date are written off. This amount is raised as a grant contribution in Migrant Resource Centre of Newcastle and Hunter Region Limited.

(f) Grant Contribution

- Families First Child Worker
- Refugee Housing
- Community Aged Care Packages
- Migration Advice and Application Assistance Scheme
- Casino
- Rural Information Campaign
- Special Migrant Placement Officer
- Community Settlement Service Scheme II
- Community Settlement Service Scheme I
- Filipino Welfare Project
- Family Support
- Community Visitors Scheme

These activities are:

Affiliated grant activities of the Company have been excluded from the financial report.

(g) Affiliated Grant Activities

Migrant Resource Centre of Newcastle and Hunter Region Limited charged each grant as set out in Note 1 (i), an administration fee at commercial rates. Where the grant is unable to remit payment to Migrant Resource Centre of Newcastle and Hunter Region Limited this amount is shown as a bad debt or provision for doubtful debts where applicable.

(h) Administration Fees

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

(i) Comparative Figures

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

(j) Goods and Services Tax (GST)

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

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(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

(a) Expenses	16,895	17,005	-	Depreciation of non current assets
- Plant and equipment			2,722	Amortisation of non current asset
- Leasehold improvements				- Leasehold improvements
- Remuneration of auditor				Remuneration of auditor
- Audit	5,400	6,389		- Audit
- other services				- other services
Rental expense on operating lease	70,826	76,965		- minimum lease payments
- - grant debtors	60,847	54,457		- - trade debtors
- - Bad and doubtful debts	60,922	54,457		- - Bad and doubtful debts
Total bad and doubtful debts	728	-		Total bad and doubtful debts
Administrstration cost	137,811	137,876		Administrstration cost

NOTE 3 PROFIT FROM ORDINARY ACTIVITIES

Operating activities	\$ 2002	\$ 2003		Profit from ordinary activities has been determined after:
Grant funds			176,661	- Amortisation of non current assets
- Administration fee received	204,572	300,068		- - Plant and equipment
- Interest received - other persons	8,281	9,440		- - Leasehold improvements
- Other revenue	5,692	42,513		- - Remuneration of auditor
Total Revenue	510,793	556,593		- Audit

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

Page 12

NOTE 5 CASH	
Cash at bank	101,072
Deposits at call	153,816
Refugee Housing account	-
Trade debtors	311,230
Provision for loss on administration fees	250,568
Trade debtors	97,486
(31,537)	59,718
Trade debtors	97,486
(20,865)	76,621
Trade debtors	28,181
(15,348)	-
Other debtors	76,621
Trade debtors	76,621
(43,529)	76,621

NOTE 5 CASH

Henry Chan
Bill Smarnowsky
Alma Kizewater
Samantha Young
Troye Trajanovalski
Fr Nicholas Zervas
Melanie Larsen

The names of Directors who have held office during the financial year are:

666'6\$ - 0\$

Number of Company Directors whose income from the Company was within the following band:

Income Paid or payable to all Directors of the Company

(a) Directors Remuneration

NOTE 4 DIRECTORS' REMUNERATION

\$ 2003

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

MOVEMENTS IN CARRYING AMOUNTS					
	Leasehold Equipment	Motor Vehicles	Improvements	Total	Movements in carrying amounts and the end of the current financial year.
Total Plant & Equipment	78,309	70,674			
	47,989	36,611			
Less: accumulated depreciation	64,213	43,349	16,224	6,738	Motor vehicles - at cost
	24,258	25,279			
Less: accumulated depreciation	122,219	115,721	97,961	90,442	Equipment - at cost
	6,062	8,784			
Less: accumulated amortisation	36,532	30,470	27,748	3,632	Leasehold improvements - at cost
	9,471	7,919			
Prepayments					NOTE 8 PLANT & EQUIPMENT
NOTE 7 OTHER ASSETS					
2003	\$	\$			
2002					

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

HAMILTON NSW 2303
8 Chaucer Street

The registered office and principal place of business is:

NOTE 12 COMPANY DETAILS

Retained profits at the end of the financial year	266,456	215,597
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Net profit/(loss) attributable to members of the Company	50,859	(14,531)
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Retained profits at the beginning of the financial year	230,128	215,597
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NOTE 11 RETAINED PROFITS

(b) Number of employees at year end	18	18
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(a) Aggregate employee entitlement liability	169,797	153,622
--	---------	---------

Employee entitlements	32,461	33,438
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NON CURRENT

Employee entitlements	137,336	120,184
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CURRENT

Employee entitlements	137,336	120,184
-----------------------	---------	---------

NOTE 10 PROVISIONS

Trade creditors	22,332	3,471
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Grant Funds Carried Forward - Core Grant	17,046	-
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3,471	3,478	39,378
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NOTE 9 PAYABLES

2002	\$	2003	\$
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

non-interest bearing.

All other financial assets and financial liabilities are not subject to interest rate risk as they are

The Company's term deposits earn interest between 5.55% and 4.10%.

Short Term Deposits

The Company's bank accounts earn interest at the market variable rate.

Bank Accounts

The financial assets and liabilities subject to interest rate risk are:

(a) *Interest Rate Risk*

NOTE 16 FINANCIAL INSTRUMENT

The Company operates in the services industry wholly within Australia.

NOTE 15 SEGMENT REPORTING

The Company is limited by guarantee. If the Company is wound up, the articles of the Company outstandings obligations of the Company. At 30th June 2003 the number of Members was 69 state that each Member is required to contribute a maximum of \$10 each towards meeting any (2002 - 69)

NOTE 14 MEMBERS, GUARANTEE

The property is a non-cancellable lease with a five-year term, with rent payable monthly.

Payable	Years	2003	2002
- longer than 1 year but not longer than 5 years	250,190	341,168	
- not longer than 1 year	90,978	159,212	250,190

Non-cancellable operating leases contracted for but not capitalised in the financial report

(a) Operating Lease Commitments

NOTE 13 CAPITAL & LEASING COMMITMENTS

2003	\$	2002
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

Page 16

(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

(b) Reconciliation of cash flow from operations with profit from ordinary activities	Profit/(loss) from ordinary activities Non-cash flows in profit from ordinary activities:	50,859 (14,531)	Depreciation and amortisation 19,727 19,691
	Changes in assets and liabilities:		
	(Increase) / decrease in receivables	(33,092)	13,289
	(Increase) / decrease in prepayments	(1,552)	18,861
	(Increase) / decrease in trade creditors and accruals	(600)	(22,247)

- (a) Recognition of Cash at the end of the financial statement of cash held in the related items in the statement of cash flows:

NOTE 17 STATEMENT OF CASH FLOWS

The Company's financial assets and liabilities included in the balance sheet are carried at amounts that approximate net fair value.

(c) *Net Fair Value of Financial Assets and Liabilities*

The credit risk on financial assets of the Company which have been recognised on the balance sheet, is the carrying amount net of any provision for doubtful debts.

(b) *Credit Risk*

NOTE 16 FINANCIAL INSTRUMENT (cont'd)

\$ 2003

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

Increase / (decrease) in provisions	16,175	17,046	17,046 (78,642)
Increase / (decrease) in grants funds carried forward	37,130		
Cash flow from operations		88,024	(45,910)

NOTE 17 STATEMENT OF CASH FLOWS (cont'd)

2003	\$
2002	

FOR THE YEAR ENDED 30 JUNE 2003
NOTES TO THE FINANCIAL STATEMENTS

NEWCASTLE
25 Bolton Street
1st Floor

purpose financial report.

The above detailed financial reports were prepared for the benefit of the Directors and Members of Migrant Resource Centre of Newcastle and Hunter Region Limited and the purpose of the specific above. We do not accept responsibility to any other person for the contents of the special

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than the Company, may suffer arising from any negligence on our part. No person should rely on the above detailed financial reports without having an audit or review conducted upon them.

Our procedures use accounting expertise to collect, classify, summarise the financial information, which the Directors have provided into the detailed financial reports. Our statutory audit procedures do not include verification or validation procedures over allocations within the above detailed financial reports and accordance or opinion is expressed as to their accuracy.

The Directors are solely responsible for the information contained in the above detailed financial reports and have determined that the accounting policies used are consistent with the financial reporting requirements of Migrant Resource Centre of Newcastle and Hunter Region Limited reports and have adopted in the preparation of the financial reports of the Directors and Members of the Company.

The specific purpose for which the above detailed financial reports have been prepared is to provide private information to the Directors and Members. Accounting Standards and TIG consensus Views have been adopted in the preparation of the above detailed financial reports.

On the basis of information provided by the Directors of Migrant Resource Centre of Newcastle and Hunter Region Limited, we have compiled in accordance with APs 9 'Statement on Compilation of Financial Reports', the following:

1) Detailed Statement of Financial Performance

Scope

COMPLIATION REPORT TO MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION LIMITED

M J O'Connor
Partner
Migrant Resource Centre of Newcastle and Hunter Region Limited
14 October 2003

2003 2002

STATEMENT OF FINANCIAL PERFORMANCE

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ABN 72 002 898 759

LIMITED (A COMPANY LIMITED BY GUARANTEE)

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

	2003	2002	Operating profit/(loss)
Office furniture	684	-	(14,531)
Office supplies	8,042	2,326	50,859
Postage	6,558	7,247	525,324
Printing and Stationery	7,728	6,737	505,735
Rent	76,965	(10,672)	500
Rent outgoings	11,889	13,068	2,699
Repairs and Maintenance	1,085	335	657
RGH transfer	-	-	25,567
Security	-	-	-
Seminar and training	1,363	2,732	-
Subscriptions and membership	328	328	-
Sundry	620	-	-
Telephone	28,136	26,950	988
Travel	1,165	1,165	221,710
Wages	216,436	216,436	16,519
Workers Compensation	11,521	11,521	16,519
Total Expenses	525,324	505,735	50,859

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003

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ABN 72 002 898 759

LIMITED (A COMPANY LIMITED BY GUARANTEE)

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

