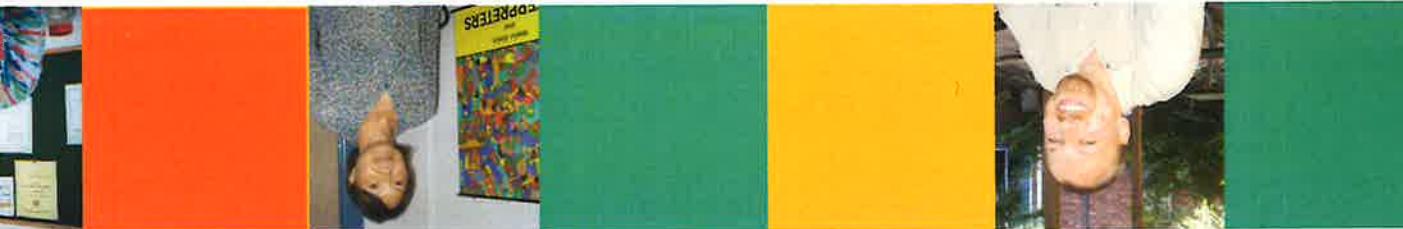


2004 ANNUAL GENERAL REPORT

Migrant Resource Centre of Newcastle & Hunter Region Ltd



Our 2004 front page features images from the very successful Diversity Works Conference, which the Centre hosted in May 2004. The Conference was originally planned as part of the Workplace Program, funded by the Productive Diversity in the Workplace Program, funded by the Department of Education and Training, and had entailed significant planning tasks, including securing the sponsors necessary to host the event, to secure entries and present awards, Australian Businesses Limited, and other private enterprises agents, the Hunter Area Consultative Committee, and Premier's Department. A most dedicated and supportive Committee comprising representatives of the Department axed the Program at the 11th hour, and expected us to axe the Conference. In our view, more than our credibility was at stake: we needed to keep faith with all the wonderful people who had taken part on our planning journey, and we could not leave unsung the amazing contribution of our skilled migrants to the economic, social and cultural life of Regional NSW.

So we are delighted to report that our Conference proceeded and succeeded with flying colours. Our sponsors remained with us, our speakers were luminous and our award winners were simply awesome. There was only one loser.

ITEM	PAGE
2	AGENDA
3	MRC MANAGEMENT COMMITTEE & STAFF 2004
4-5	MINUTES OF 18TH ANNUAL GENERAL MEETING 2003
6	2003 ANNUAL GENERAL MEETING ATTENDANCE LIST
7	MRC PURPOSES & OBJECTIVES
8	MRC SERVICE PRINCIPLES
9	OVERVIEW OF MRC
10	MRC REGIONS
11-12	CHARMAN'S REPORT
13-14	DIRECTOR'S REPORT
15-16	COMMUNITY PROJECT OFFICER
17-18	COMMUNITY SETTLEMENT SERVICES SCHEME I
19-20	WELFARE WORKER – OUTREACH
21-22	REFUGEE AND HUMANITARIAN ENTRANT WORKER
23-24	SUDANESE & AFRICAN COMMUNITIES SUPPORT WORKER
25	PHOTOS OF AUSTCARE REFUGEE WEEK CELEBRATIONS
26	SKILLED MIGRANT PLACEMENT OFFICER
27-28	PRODUCTIVE DIVERSITY IN THE WORKPLACE
29-30	FILIPINO WELFARE WORKER
31-32	MULTICULTURAL FAMILY SUPPORT (FAMILIES FIRST) PROJECT
33-34	COMMUNITY AGED CARE PACKAGES PROJECT
35-36	COMMUNITY VISITOR SCHEME
37-38	MULTICULTURAL FAMILY SUPPORT WORKER
39-40	COMMUNITY SETTLEMENT SERVICES SCHEME NEW ENGLAND PROJECT
41	CENTRE USAGE 2004
42	OTHER MRC STAFF MEMBERS
	AUDITOR'S REPORT CUTCHE & NEALE CHARTERED ACCOUNTANTS pp. 1-22

TABLE OF CONTENTS

ANNUAL GENERAL MEETING 2004



MULTICULTURAL & INDIGENOUS AFFAIRS
 DEPARTMENT OF IMMIGRATION &
 STATE DIRECTOR
 MR JIM O CALLAGHAN
 GUEST SPEAKER

9. CLOSE & LIGHT REFRESHMENTS
8. GENERAL BUSINESS
7. MANAGEMENT COMMITTEE
ELECTION OF MRC
6. CONFIRMATION OF AUDITORS
5. PRESENTATION OF REPORTS
4. BUSINESS ARISING
3. MINUTES OF 2003 AGM
2. APOLOGIES
1. OPENING & WELCOME BY
CHAIRMAN, MR HENRY CHAN

AT 11.00AM
AT 8 CHAUCER STREET HAMILTON
TO BE HELD ON WEDNESDAY 17 NOVEMBER 2004
OF THE MIGRANT RESOURCE CENTRE
NOTICE IS HEREBY GIVEN OF THE 19TH ANNUAL GENERAL MEETING

Phone: 0249 693399 Free Call: 1800 813 205 Fax: 0249 614997
 8 Chaucer Street Hamilton NSW 2303
 Website: www.mrcnch.org
 Email: mrcnch@mrcnch.org

ACN 002 898 759 / ABN 72 002 898 759
MIGRANT RESOURCE CENTRE **OF NEWCASTLE & HUNTER REGION LTD**


SESSIONAL STAFF

1.	Director	Violetta Walsh	-	-
2.	Asst Director / Migration Agent	Lulu Tanots	-	-
3.	Financial Controller	Irina Lupish	-	-
4.	Office Manager	Arlene Richards	-	-
5.	Administrative Officers	Mary Millevski	-	-
6.	Community Development Worker CSSS: Level III	Carla Silva / Annie Gawan	-	-
7.	Community Welfare Worker CSSS: Level II	Alex Burns	-	-
8.	Community Placement Officer CSSS: Level I	Miza Tolarakovic	-	-
9.	Refugee Settlement Scheme Worker	Simon Major Pabek	-	-
10.	Productive Diversity in the Workplace - Program Coordinator – till 30/06/04	Cathy Johnston	-	-
11.	Living In Harmony Project Coordinator	Refugee Employment Support Officer – till 30/06/04	-	-
12.	Family Support Worker	Christine Follett	-	-
13.	Multicultural Family Worker	Hakim Makem / Juanita Loli	-	-
14.	Community Visitors Program	Devika Wijewardene	-	-
15.	Community Care Package Coordinators	Johanna Dupree	-	-
16.	Citizenchip Support Officer	Sue Hirstov / Teleisia Lohoea	-	-
17.	Problem Gambling Support Project – till 30/04/04	Annie Gawan	-	-
18.	IHSs Refugee Worker	Lisa Readon	-	-
19.	IHSs Assistants	Tima Oto	-	-
20.	IHSs Consultants	Agnes Oto / Robyn Graham / Ross Leonard	-	-
21.	IT Consultant	Daniel Follett	-	-
22.	Pacific Islander Welfare Worker (Samoa)	Juanita Loli	-	-
23.	Hunter Ethnic Teachers Association	Teleisia Lohoea / Lupe Fonua	-	-
24.	Of Community Language Schools –Project Officer	Michael O'Sullivan	-	-
25.	Skillsmax Coordinator	Kathy Patterson	-	-
26.	Seniors IT Coordinator	Daniel Follett	-	-
27.	Administration Officer (casual)	Mark Whit	-	-

COOPTED MEMBERS

1.	Chairperson	Henry H Chan	Vice Chairperson	William Simanowski
2.	Treasurer	-	-	-
3.	Asst Treasurer	Paul Mather	-	-
4.	Secretary	Trudy Mills Evers	-	-
5.	Assistant Secretary	Alina Kizeweter	-	-
6.	Assistant Secretary	Sania Young	-	-
7.	Member	Zoran Vasiljevic	-	-
8.	Member	Ivan Klopčić	-	-
9.	Member	Fthr Nicholas Zervas	-	-
10.	Member	Andrea Ruto	-	-

- PRESIDENT:** As per list attached
1. H Chan welcomed everyone present on behalf of the MRC Management Committee.
2. **APLOGIES:** Pet Kelly, T Lohaea, A Burms, D Wijewardene, C Silvia & M Sutcliffe.
3. **MINUTES OF THE 2002 AGM**
- Proposer: T Mills-Evers
Seconder: F N Zervas
4. **BUSINESS ARISING:**
- DIMIA Client Access Project is continuing
- V Walsh-Director: Report tabled and accepted as read.
- (iii) I Lupish - CPO: Report tabled and accepted as read.
- (iv) A Burms: Community Settlement Services I: Report tabled and accepted as read
- (v) Mizia Tolarakovic - Community Settlement Services II: Report tabled and accepted as read
- (vi) P Dring - Families First Access and Equity: Report tabled and accepted as read. Pat added that she was delighted to be back for this short period.
- (vii) Christine Follett - SMO: Report tabled and accepted as read. Christine Follett added that the targets set by the Department of Education have been met.
- (viii) Lisa Rardon - Problem Gambling Project - Report tabled and accepted as read. Her group work is ongoing. Wish to thank staff and committee for their support.
- (ix) Lisa Rardon on behalf of Marcela Sutcliffe - Family Welfare Support Worker - Report tabled as still on sick leave.
- (x) P Kelly - Filipino Welfare Support Worker - Report tabled and accepted as read
- (xi) C Johnston - Rural Information Officer - Report tabled and accepted as read. Thanked staff and committee for their support in the last 12 months.
- (xii) A Dupree - Community Volunteer Scheme - Report tabled and accepted as read. She commented on one of her clients, (Mr Greal) who is in a home - he

WEDNESDAY 17TH NOVEMBER 2004 AT 11.00AM
NEXT ANNUAL GENERAL MEETING TO BE HELD ON
MEETING ENDED AT 12.30 PM.

- 10. GENERAL BUSINESS:**
- (i) B Simanowsky thanked staff for their assistance at all times.
 - (ii) H Chan thanked Violetta and staff for their hard work in trying to run the Centre and its diverse needs and at the same time seeking funding.
 - (iii) Violetta welcomed Mary Millevski as the new face of the Centre.
 - (iv) Application for CSSS funding for the New England area has been successful.
 - (v) The Centre is assisting proposed refugees and their proposers, as required.
 - 11. Guest Speaker - THE HON LAURIE FERGUSON
 - Shadow Minister for Citizenship & Multicultural Affairs

The 10 nominees were duly elected as the 2004 management committee.

1. B Simanowsky
2. Samia Young
3. Ivan Klopacic
4. Alina Kizeweter
5. Trudy Mills-Evers
6. Zoran Vasiljevic
7. Father Nicholas Zervas
8. Andreja Rulfo
9. H Chan
10. Paul Mother

(10 nominations for 11 positions)

8.

Election of the MRC management.

9.

Henry Chan moved that Cutcher and Neal be retained as the Centre's Auditor, accepted by Paul Mother.

10.

Proposer:	Ivan Klopacic	Seconder:	Alina Kizeweter
-----------	---------------	-----------	-----------------

11.

Centre's finances.

12.

(ii) H Chan thanked Paul Mother for his advice and expertise on the audit of the Centre.

13.

(i) Trudy Mills-Evers complimented Violetta on the day to day management of the Centre.

14.

Committee

FINANCIAL REPORTS: Paul Mother presented these on behalf of the Committee

15.

Proposer:	Zoran Vasiljevic	Seconder:	Samia Young
-----------	------------------	-----------	-------------

16.

Reports accepted

17.

(xiv) Carla Siva - Youth Worker - Report tabled and accepted as read.

18.

(xiii) Community Aged Care Package - Sue Hristov and Sulu Lohoea - Report tabled and accepted as read. Thanked staff and committee for their support.

19.

was a tireless worker for migrants when he first arrived as a refugee 50 years ago.

MRC 2004 ...celebrating diversity



NAME	COMMUNITY	NAME	COMMUNITY
1. Miza Tomicovic	MRC	2. Dubravka Vasilijevic	Bosnian
3. Lidiya Baloevic	Bosnian	4. Zoran Vasilijevic	Bosnian
5. Bill Simanowsky	Ukrainian	6. Savela Delic	Bosnian
7. Loraine Norton	CRG	8. Paul Mother	Board Member
9. Deborah Carr	DIMIA	10. Victor Lupish	Russian
11. Trudy-Mills Evers	MRC	12. Sonja Lundqvist-	Ethnic HACC
13. Rachelle Dos Santos	Italian	14. Mary Cady	Maycare Multi Group
15. Douglas Cady	Maycare Multi Group	16. Laure Ferguson	Shadow Minister for DIMIA
17. Nino Alfonso	Skillmax	18. Klematina Purcell	Samoan
19. Carrie Ferguson	Skillmax	20. Mae Reid	Skillmax
21. Siania Young	Russian	22. Henry Chan	Chinese
23. Diana Dolan	Philippines	24. Ivan Klopotic	Slovene
25. Fr N Zervas	Greek	26. Luigi Adalan	Sudanese
27. Charles Bak	Sudanese	28. Teresa Losurdo	Spanish
29. Elizabeth Lusurdo	TAFE student	30. Cathy Johnstone	MRC
31. Adene Richards	MRC	32. Annie Gawn	MRC
33. Sue Hristov	MRC	34. Michael O'Sullivan	HEPTACLS
35. Alina Kizeweter	Polish	36. Denise Hodgson	Centreflink
37. Irene Lupisch	Russian	38. Zhaoxia Yan	SKILLMAX
39. Chris Follett	MRC	40. Juanita Lolli	MRC
41. Tima Otto	MRC	42. Andreia Rufo	Italian
43. Elma Simunovic	Tongan	44. Michael Todd	Macedonian
45. Robert Bell	FASVII	46. Juanita Lolli	PWIC/Samoan
47. Lani Larsen	Philippines	48. Violetta Walsh	MRC
49. Mary Milivski	MRC	50. Pat Dring	MRC
51. Lisa Reardon	MRC		

MEMBERS IN ATTENDANCE OF THE MRC ANNUAL GENERAL MEETING
HELD ON 19TH NOVEMBER 2003

- 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 – refugee/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 in the Hunter and Central locations identified by the Rural Strategy of the Department of Immigration and Multicultural Affairs, being the North, North West, Central West and Central Coast of NSW.
- The MRC of Newcastle and Hunter Region Ltd is a community based not for profit organisation, which has operated in the Newcastle area since its establishment by the Federal Government in 1981.

PURPOSES

MIGRANT RESOURCE CENTRE OF NEWCASTLE & HUNTER REGION LIMITED

Date 06/06/2002

Date 01/06/2002

Gary Hardgrave
 Minister for Citizenship and Multicultural Affairs
 Newcastle and Hunter Region Migrant Resource Centre

Chairperson of
 Newcastle (NSW)



Gary Hardgrave
 Minister for Citizenship and
 Multicultural Affairs

Newcastle and Hunter Region Migrant Resource Centre



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

self-reliant quickly.

as much as possible with a view to helping migrants to become consultation with clients, and self-help should be encouraged services and programs should be designed and operated in full

4. Services and programs should be designed and operated in full and provision; and
 and programs may be necessary to ensure equality of access services available to the whole community but special services

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 disadavantage and should be encouraged

1. Newly arrived migrants must have equal opportunity to realize their full potential and must have access to appropriate

This is supported by the Newcastle and Hunter Region Migrant Resource Centre 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

service Agencies provide the highest quality service, and maintain a focus on client needs.
 The Hon Gary Hardgrave MP, Minister for Citizenship and Multicultural

Service Principles

MRC 2004 ...celebrating diversity



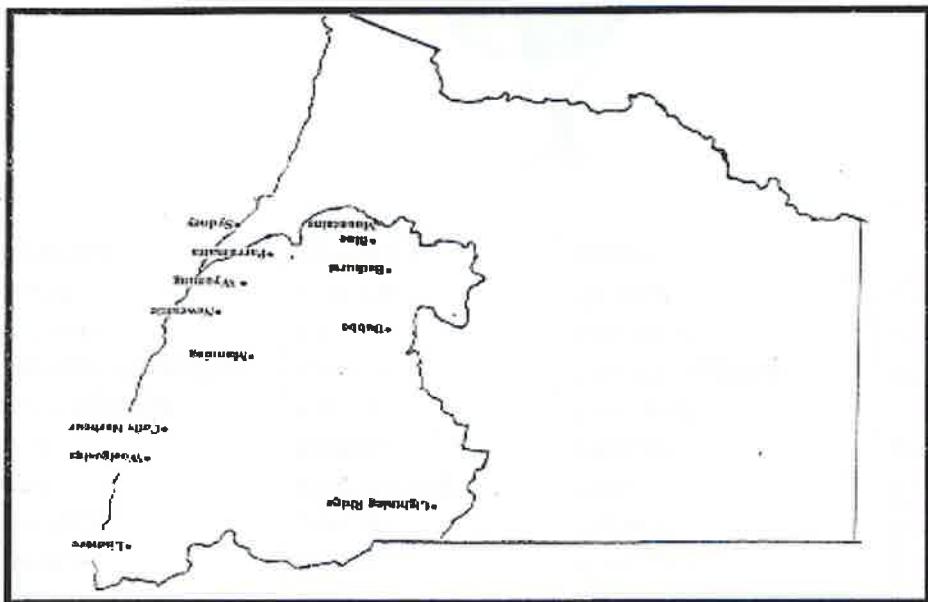
Albania	Egypt	Malaysia	Scotland	El Salvador
Algeria	Fiji	Macedonia	Serbia	
Australia	Finland	Mexico	Singapore	
Austria	France	Montenegro	Slovenia	
Argentina	Germany	Morocco	South Africa	
Azerbaijan	Greece	Mauritius	Spain	Bangladesh
Belgium	Hong Kong	Nepal	Sri Lanka	Bosnia
Botswana	Hungary	New Zealand	Sweden	Brazil
Bosnia	India	Nigeria	Switzerland	China
Canada	Ireland	Norway	Taiwan	Costa Rica
Chile	Iran	Pakistan	Tunisia	Croatia
Colombia	Japan	Paraguay	Tonga	Cyprus
China	Italy	Papua New Guinea	Thailand	Dominican Republic
Chile	Jordan	Peru	Turkey	Czech Republic
Costa Rica	Kazakhstan	Poland	Ukraine	East Timor
Croatia	Kenya	Kuwait	Romania	England
Colombia	Korea	Latvia	Russia	Venezuela
China	Latvia	The Philippines	USA	Vietnam
Chile	Portugal	Urguguay		
Costa Rica	Ukraine			
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				
Costa Rica				
Croatia				
Colombia				
China				
Chile				

Clients of MRC, by Ethnic Background

Funded Partnerships throughout 2004

- NSW Department of Immigration Multicultural and Indigenous Affairs
- NSW Department of Community Services
- NSW Department of Education and Training (till June 2004)
- NSW Department of Health and Ageing
- NSW Department of Health and Ageing (from April 2004)
- NSW Department of Ageing, Disability and Home Care
- NSW Department for Communities and Regional Development (from April 2004)

celebrating diversity ... 2004



RURAL STRATEGY AREA



HUNTER AREA

OUR REGIONS

There are many other examples of the energy and the vigilance of the Centre in identifying and winning opportunities to enhance the lives and the welfare of our many clients, and to continue to raise awareness of the changing needs of our migrant population. They will be found throughout the reports within this booklet.

Innovations and new services are examples of the energy and the vigilance of the Centre in responding successfully to the needs of migrants, skilled workers, Our venture has been a resounding success: our fees are modest, our service is skilled, efficient and accessible.

It pleases us that through this most exciting and innovative program, we can offer a risk assessment. Earlier this year we moved to providing migration services on a cost recovery basis to cater for the continuous stream of requests for immigration advice and assistance from clients ineligible for the free services offered, courtesy of a successful tender to the Department of Immigration. Such clients include overseas students, businesses migrants, and employees seeking skilled workers. Our venture has been a resounding success: our fees are modest, our service is skilled, efficient and accessible.

Last year I reported on the Centre's expansion into the New England area offering services to new arrivals in Armidale and surrounding centres; our service there is now fully established and well received by the communities residing there. This year, I am pleased to report that we are heading south. A recent successful tender to the Department of Ageing, Disability and Home Care will allow us to establish and develop migration aged services on the Central Coast, and we look forward to a most collaborative association with our new funding partner to deliver much needed support services to a group who have been neglected too long in Australia, having arrived long before the notion of settlement services was even conceived.

Our heartfelt sympathy goes to these cruelly displaced people - a sympathy reflected in the numerous responses throughout the mainstream community, without whose support the tasks would be insurmountable. The provision of a refugee worker in July by DILMA is much appreciated, but there is a compelling case for increasing resources to more effectively do the job at hand.

Time will allow only a brief snapshot of our performance, so I will choose just some of the highlights which account for our time and the expenditure of the public resources which underwrite them.

There is no doubt that our greatest challenge this year has been the resettlement of the African refugees who have arrived in this area in unprecedented numbers. We believe we now have the largest refugee community outside the Sydney metropolitan area - a continuing trend that has grown from just a single family of four in mid 2002 to over 500 people today. And if there is any certainty in this world, it is that these numbers will grow, continuing to face awesome barriers to settlement that are challenging service providers in the region.

But as the year rushes to its close, we can look back with quiet satisfaction on work well done. We have surpassed our goals, always in our sector, some uncertainty and disappointment.

This has been quite a year for all of us at the MRC - a year of great challenge, of great effort, of innovation, of success, but as always in our sector, some uncertainty and disappointment.



But I cannot conclude my own report without expressing once again the disappointment we continue to feel about the arbitrary termination by the state of two magnificient programs, the Skilled Migrant Placement and the Productive Diversity in the Workplace, which, so long and successfully, had facilitated employment opportunity for skilled migrants to this Region. We made no secret of the fact that we found the state's actions unforgettably mean-spirited and frankly hypocritical. We have all heard the constant calls from Macquarie St "to get migrants out of Sydney". And yet we see the dismantling of the single scrap of infrastructure to help keep them here. We feel the loss of these Programs keenly, and will not rest till substitutes can be found.

As I said earlier, a challenging year indeed, culminating in the "race that stopped the nation," or more accurately perhaps, stultified the nation.

I wonder if anyone else noticed that throughout the dozens of policies announced by the political parties in the period leading up to that "race" there was not a single mention of a policy of multiculturalism. Not a blip on anyone's radar. And I suppose that can be interpreted in a number of ways: that there is total bipartisan agreement on multiculturalism; that there were no votes in putting forward such policies; that multiculturalism is not a priority for either Peter McGauran, and we look forward to working with him as we did with his predecessor. We can still count DIMA as one of our major funding bodies, supporting this agency and many of its projects, with little sign of diminution.

Perhaps there is a degree of safety in not being controversial.

Finally, I want to take this opportunity to pay tribute to my fellow Board members, whose dedication to this Centre and its work knows no bounds. I have personally greatly valued their support, and as the years have rolled on, their friendship.

And of course, our collective thanks to our staff who are extraordinarily capable, and committed to the splendid work of this Centre.

Henry Chan

My sincere thanks to you all.

Our relationship with DIMA has not yet changed, as we were fully expecting last year. We remain for the moment "their" funded service, and at this stage would not expect a call for tender by the Department in time for the financial year start of July 2005. There is nothing more to report on the combined grants proposal either, which would have entailed bidding for significant dollars representing the pooled costs of MRC and CSSS. In this constantly changing world, a degree of comfort is to be relished from a bit of "business as usual".

It is so rewarding to offer services to this target group. For example, we have been running IT courses for Seniors, thanks to funding from that same Department, and have been greatly cheered by the enthusiasm and appreciation of our more mature age students. These courses will keep running well into the New Year.

Our partnership with a variety of funding bodies has continued, strong, and productive. The NSW Department of Education and Training, (our funding body for the Special Migrant Placement Program, and the Productive Diversity in the Workplace) has gone alas, but new doors have opened. Through successful submissions, we have forged new and exciting relationships with Disability and Home Care which will allow us to develop some much needed services for frail aged migrants and their carers, providing personal care as well as dementia respite. Together with our Community Visitors Scheme, and the Community Aged Care Packages, funded through the Federal Department of Health and Ageing, we will be able to provide a more comprehensive range of support for those who have been overlooked during their long years in Australia, not only here in the Hunter but on the Central Coast as well.

We are just holding up, thanks to the amazing support coming from volunteers all walks of life in this city, whose generosity knows no bounds. The real challenge is to ensure that the sense of compulsion and welcome continues, as the numbers continue to grow, and much of this depends on the self-help networks that the African community itself develops. It is our job to assist in this process as much as to deliver direct settlement services.

Both Government sponsored and community arrivals have been coming in what seems like a stream, and most have come through the doors of this Centre. The settlement needs of this group are simply enormous. Apart from their traumatic pre-migration circumstances, they must now adapt to our vastly different western urban society, with a new language, and a very unfamiliar cultural environment.

As alluded to by our Chairman, we have been quite frantically busy with the settlement of refugee and Humanitarian entrants, the largest such group to this area in my living memory. They are from Africa, currently the major source continent for Australia's refugee intake, predominantly Sudanese, but also Liberian. There do not seem to be many parts of Africa free from strife and turmoil.

This has been such a milestone year for me. The first important date was the 9th April which marked the 20th anniversary of my association with the Centre, an almost continuous association apart from a twelve month secondment to a state government department for a particular project. I do believe that makes me the longest serving MRC Coordinator in the country. And I'm not sure if that's a badge of pride or cause for embarrassment. Such length of time in one job can signify laziness, mediocrity, and lack of ambition, at best lack of opportunity. From my point of view it is most definitely a testament to survival in a industry sector not generally known for its stability, let alone longevity. But here I am, still standing, twenty years older and wiser and busier than ever before.



As always I extend my heartfelt gratitude to the Centre's Board, which is legendary in its loyalty and dedication, and to the wonderful staff who give me such support and dedication.

I said I had 2 personal milestones to report. The second, quite unforgetable milestone took place on 23rd January, at a gala lunch, when I was named Newcastle's Citizen of the Year 2004. Do you know it is possible to feel 6 inches high, and ten feet tall both at the same time? It was a wonderful acknowledgement by this city and I will treasure it always.

Cathy is involved in implementing our Living in Harmony project, (newly granted by the Department of Immigration) and Chris is currently facilitating employment pathways for African refugees. We have not lost their skills, their dedication and their wonderful company. And we have gained new resources to assist us in the refugee work - Simon Pabek commenced in July as our full time African refugee worker, and Hakim Makem, in a part time support role. They have one of the most difficult and thankless jobs in the sector, providing services to their own community.

All in all, we continue to cooperate well with "our" Department. We are pleased for example, to host the regular visits of DIMIA officers who come to provide face to face immigration to clients in the region: we are part of the Department's Community Acceess project, which allows clients here direct access to migration information and forms; and we are now able to assist people with the preparation and lodgement of Citizenship applications. While still a pilot, we have been very happy with the take-up of this service locally.

However the new tenders for the Integrated Humanitarian Settlement Strategy (IHSS) to commence in October 2005, are invited and are being hotly contested. We are happy to say there has been much service streamlining and improvement in the new tenders on offer, but only 3 contracts will be allocated across the whole state. Regrettably, we are not in a metropolitan position to bid in our own right, as geographically we are included in the northern proposed by those already here.

Information Sessions – four information sessions were presented on Migration issues to the Filipino community, to the Kemptsey Multicultural group and to TAFE students. Six sessions were very well attended.

Volunteers were presented with a plaque as a token of our appreciation for their dedication and commitment to the refugees of the Hunter.

Forshore was attended by over 200 people. Our newest refugees entertained the crowd with their traditional dancing, while very busy committee members and volunteers were cooking steaks and sausages. This year we paid a special tribute to our hard working volunteers.

Austcare Refugee Week Celebration – a very successful function at the Newcastle

Community Development Work

Country of Origin	Type of visa, issues			
Russia	Family – spouse, Domestic Violence, family reunion			
China	Student visa, skilled.			
Philippines	Family – spouse, Domestic Violence.			
Thailand	Spouse, Domestic Violence, temporary business			
The Sudan	Refugee/humanitarian			
Ukraine	Family – spouse, family reunion.			
Serbia	Family reunion, skilled			
Zimbabwe	Refugee, family reunion.			
Australia	Spouse,			
United Kingdom	Spouse, Family reunion, skilled.			

Fig.2 – Clients come from 75 different countries with the top 10 being:

Agents	No. consultations	No. phone consultations	Total
L.Tanots	464	945	796
LLupish	300	764	1,741
Total			

Fig. 1 – Provision of service to clients by migration agents at the MRC

Our clients come from different areas of our designated area – Central Coast, Upper Hunter, New England, Mid-North Coast, North Coast, Far North Coast and Central West. For detailed information we refer you to Fig. 1 and Fig. 2 and Fig. 2.

Immigration Information & Advice Service

Community development, immigration advice and Russian Welfare work made 2004 a very busy year for me. This project continues to support government and non-government services, general and ethno-specific communities, as well as Russian speaking community. Our individual clients come from 75 different countries and with different needs.



(Funded by the Department of Immigration & Multicultural & Indigenous Affairs)

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.

This project also supported the following agencies:	Other involvements:
Lake Macquarie City Council	Attend staff & Management Committee meetings
Kolbe House	Provided clerical support to this committee
L.M.Diasaster Welfare Committee	Gained Commercial Registration
Lake Macquarie Interagency Project	Completed CPD for Migration Registration
Violence Against Women	Attended citizenship ceremonies
Training	Attended a number of meetings, forums
Department of Community & Centreflink	Facilitate Multicultural Interagency
Services	Facilitate Hunter Refugee Network
Department of Community	Facilitate Hunter Refugee Network
the following agencies:	

Income	Domestic Violence
Employment	Health
Education	Legal
Housing	Citizenship
Qualification recognition	Family issues

The following needs were identified during consultations:

Welfare Service for the Russian Speaking Community – this service is offered to the Russian speaking communities since July this year on one day a week basis. It provides face-to-face consultation, information, advice and referral. To date 142 occasions of service were given to the Russian speakers. A Russian language Newsletter is published on a monthly basis, providing settlement information for new arrivals.

Outreach Work - consultation and information was provided to clients and workers in North Coast – Lismore, Kempsey, Coffs Harbour, as well as in Lake Macquarie, Newcastle and Armidale. 476 telephone consultation were give to the clients from rural and regional areas - Lismore, Coffs Harbour, Grafton, Moree, Orange, Dubbo, Casino, Port Macquarie, Wyoong, Gosford, and Armidale.

One of the considerable outcomes of this project has been its work in raising issues that affect the provision of settlement services in rural areas of northern NSW. This has meant that the project has had input into policy development and planning through work with a range of government and non-government agencies. Table 2 outlines organisations with which planning and development work has taken place. You will notice that included in this table are the five rural/regional based multicultural networks or interagencies as these act as effective mediums for sharing information and identifying issues and gaps in services that have impacted in the settlement of migrants in regional areas.

Integrated Service Planning

The 2004 Rural CSSS Workers Conference was again a successful event for the Rural CSSS project and provided this project was heavily involved in preparing the agenda, accessing speakers and providing input to other CSSS projects from other parts of Australia. The conference was also made open to the different sessions. As in the previous year the conference was also made open to other CSSS projects from other parts of Australia. CSSS project and New England heavily involved in preparing the agenda, accessibility giving it direction in its development.

Work with the New England project was higher than other regional projects since the project is an MRC project New England project. In the 12 months the Rural Support Project has been responsible for assisting in the setting up of the New England project and represents the MRC on the advisory committee of the New England project. The New England project is giving it direction in its development.

Project	Visits	Total
Manning Valley	5	
Coffs Harbour	4	
Woolgoolga	4	
Lismore	3	
Hunter Outreach	12	
Wyoming	5	
Bathurst	3	
Dubbo	5	
Lighthilling Ridge	3	
Orange	5	
New England	7	
Afro-Sudanese	2	
		58

Table 1: Face-to-Face Visits to each Rural Based CSSS Project in 2003-2004

Rural Support for CSSS Projects As usual the Rural Support CSSS project is a very busy project that works closely with all the Department of Immigration's (DIMIA) Rural based CSSS projects in northern and western NSW. This year saw several changes with a number new projects coming on line and expansion of a number new projects to five day a week projects. Particular attention was given to the new projects and to those where changes in staff meant that a new person had to face the challenges of being the only migrant worker in their locality. Table 1 shows the frequency of this work through face-to-face contact. While Table 1 indicates a high contact rate with the Hunter Outreach project much of this reflects the ongoing local contact with that project. The most focused regional work was with the establishing Dubbo support given to helping Dubbo since two workers resigned for personal reasons and Coffs Harbour, where a locum situation was in place, as well as Manning Valley and Wyoming.



Alex Burns

As will be seen from previous reports this project has also supported other MRC projects; while support is given to the general work of the MRC particular support has been given to the New England MRC project, the Community Visitors Scheme in planning and development, and to the Gamboling project and the Families First project with support in the provision of training on cultural competencies. The project also supported strongly the productive diversity in the workplace project and its 2004 conference and the value of this project to rural NSW.

Group reflects a range of work from organising and participating in Migrant Interagencies to the provision of training and so on. As can be seen 1971 people participated in this work. Training provided this year included upgrading or 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 CSSS projects and services like health, aged and general welfare services. This also took place across the rural area that the MRC serves as well as in Newcastle.

Face to Face Services	Group Work	Telephone Services	With Clients	151
Participants 1971	130 group sessions - number of group	804	Services	Face to Face Services

Table 3 Services Provided

The general services provided by the project are listed in Table 3. As will be seen 151 individuals received advice and support outside of the work given to the rural based CSSS projects. While numbers of these services were to new arrivals migrants the bulk of other individuals working for service providers seeking to make contact with new arrivals or to improve access to their services.

A number of presentations were given by the project on rural issues. The main one was to the Local Government Community Services Association's Conference held at Orange, which addressed the mandatory section of Council social plans on people of migrant background.

Issues raised included lack of understanding by Councils of Migrants and Humanitarian entrants in their areas, access to interpreting, cross cultural competencies, settlement of migrants in regional areas and the IHS operation in NSW.

AGENCY	CONSULTATIONS-AGENCY	CONSULTATIONS
DIMIA	8 NICOMS	2
DOCS -state	2 DOCS - regional	3
AMES	8 Hunter Disaster Welfare	2
Health	3 Centrelink	4
Hunter Water	2 NSW Department of Education TAFE	6
NSW Department of Education	3 NSW CRC	2
Transcultural Aged Care Service	2 STARTS	1
Singletown Council	3 Cessnock Council	2
Port Stephens Council	3 Tamworth Council	1
Armidale Council	2 Newcastlle Council	5
Muswellbrook Council	2 Mid West Council	2
Dubbo Council	1 Lithgow Council	1
Ethnic Aged Services (Hunter)	6 Hunter CALD Disablility Network	7
Hunter Community Council	3 Hunter Refugee Network	4
Central-Far West Multicultural Network	3 Mid-North Coast Multicultural Network	3
North Coast Multicultural Network	3 Central Coast Multicultural Network	4
Newcastle Multicultural Interagency	3 Hunter Rural Multicultural Network	5

Turkey attended a consultation on 21 June in Singletown, held in partnership with TAFE. Most of these students were new arrivals and 11 of them were eligible for the Adult Migrant Education Program.

year. It also shows the special events held for the groups.

Smartians Neighbourhood Centre. Other groups include the Singleton Multicultural Women's group, Newcastle Akibaono Japanese and the Bosnian Group, these are also supported by CSSS worker. Table 2 shows number of meetings each group has had over the

A Cessnock Women's group has been developed and meets once a month at Cessnock Group Services.

Group Services

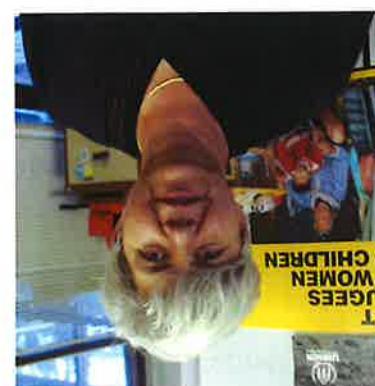
Country of Origin	No of Clients	Country of Origin	No of Clients	Country of Origin	No of Clients	Country of Origin	No of Clients	Country of Origin	No of Clients
Malaysia	4	New Zealand	3	Bosnia & Herzegovina	135	Kenya	1		
Pakistan	5	India	6	Kosovar	2	Sudan	8	Australia	9
Indonesia	22	Philippines	8	Fiji	2	Ireland	1		
Serbia & Montenegro	35	China	7	Turkey	8	Italy	7		
Thailand	34	Japan	7	Iraq	1	Romania	5	Croatia	54
Hungary	6	Pakistan	7	Afghanistan	8	Hong Kong	1	Vietnam	6
South Africa	2	Cambodia	1	Chile	2	Bulgaria	2		
		Cyprus	2	Sri Lanka	1	Iran	2		
Macedonia	69	Russia	4	Egypt	2	Lebanon	1		

Table 1: Clients and their origins - CSS Outreach

Settlement information was again the major presenting issue followed by Centreflink Penitentiaries, Bankruptcy and legal (especially regarding Domestic Violence), then overseas pensions from Germany, Italy, Bosnia, Austria and Croatia.

Out of these, 164 were new clients and 109 were humanitariaen entrants. The greatest number of clients were those aged between 25 and 55, and those who had been in Australia for less than 5 years.

I have provided 3 days a week Centre based services at the MRC Newcastle and a regular weekly outreach to Singletown and Cessnock on each alternate Friday. Another outreach service was established at Salamander Bay on every alternate Thursday to that delivered at Raymond Terrace. The Salamander Bay is a new service and is still developing. The aim of these services is to reach those people where support services are difficult to access or they face additional settlement problems.



General Client Services

The best news this year was that both CSSS projects, Rural Support and Welfare Support, were refunded for a further three years. This means that the welfare support project will continue to provide ongoing settlement services to recently arrived migrants and humanitarians living in Newcastle and Hunter Region for their immediate and ongoing needs.

Community Settlement Services Worker - Welfare Outreach (Funded by Department of Immigration and Multicultural Affairs)

Miza Torkovic

Finally I like to acknowledge the great support that was given to my clients by the HUB - Samaritans Youth Service through their Brokerage System and St. Vincent De Paul at Mayfield and Cessnock.

I also continue to ensure that migrant issues and the profile of migrants in the Hunter are raised through my regular attendance at the Port Stephens Interagency, Hunter Interagency, Singleton Interagency, Upper Hunter Community Services Interagency, Hunter Cessnock Multi-cultural Forum and Hunter Refugee Support Network, Rural Multi-cultural Workers Network, Hunter CALD DSC Advisory Group meeting, Central Multicultural Forum and Hunter Refugee Support Network.

The training I undertook this year was: Community Development Capacity Building; and Disaster Welfare Training.

I also participated in the development of the Social Planning for people of CALD background with Singleton, Port Stephens and Muswellbrook Councils.

Over the last year I assisted the CSSS Rural Support worker in 3 Cultural Awareness training with an interpreting role-play and on how to access the T.I.S. service.

This year 2 successful Expos were organized and held by the Hunter Rural Multi-cultural Workers Network which I convened. One was held on 31 October 2003 in Cessnock and October 2004 in Scone. At Scone 30 local services attended in addition to the migrant services.

Other work

Name of Group	No of Meetings	Special Services	Sessions
Cessnock	8	Harmony Day Event, Problem Gambling Session	Mental Health, Income Support
Multicultural Women's Group	7	Harmony Day Event, English Classes Consultation at Singleton TAFE, and Converstional language classes at Singleton Neighbourhood Centre, Income Support,	Singletown Client Group
Newcastle Akebono Japanese Group	10	Health, Income Support, Families First sessions	Bosnian Community Group
Port Stephens	6	DOCs, Settlement Information	Thai Community Group

Table 2: Group Services - CSSS Outreach

Group Services - continued

A conversational language classes was also organized for the Singleton client group in partnership with Singleton Neighbourhood Centre. This takes place in Singleton every Friday and is run by a volunteer teacher , supported as required by this CSSS project. Together with other MRC case-workers, I also participated in Docs Information Session for the CALD clients.

- Services provided:**
- Forms for the above.
 - Airport pick up of new arrivals
 - Liaise with Centreflink – making appointments and completing forms for benefits
 - Tax File Numbers Application – electronically
 - Organising the opening of personal accounts with banks
 - Liaising with Department of Housing for bond and advance rent. Completing application forms for the above.
 - Completing application forms for Priority Housing
 - Assisting with connecting of phones, water, gas and electricity.
 - Follow-up food voucher while the family awaits their Centreflink payment to come through.
 - Shopping for essential items, food, clothing and furniture.
 - Liasing with SVD Sydney for their Household Formation Package and also with the
 - Suppliers re time and date of delivery.

		**** 10 babies were born in the last 2 years to these refugee families									
		TOTAL	7	8	13	7	44	31	114	83	303
DECEMBER							2	1			3
NOVEMBER	2	4				3	5	8	17		39
OCTOBER			6	3		6	7	6			31
SEPT				9	4	13	8				34
AUGUST			3	2	6	2	8	6			27
JULY				0	0	10	10				18
JUNE				18	10	15	13				56
MAY	2	2			3	3	14	4			24
APRIL				4	2		9	4			19
MARCH	1	1					11	9			22
FEBRUARY	2	1					17	5			25
JANUARY					2	3		5			
	PRE-2002	2002	2003	2004							TOTAL

Table 1. Shows the Pattern of Sudanese arrivals into the Hunter up to November 2004

- Since October 2003 I have been assisting refugee new arrivals predominantly Africans with their settlement needs. So far it has been very interesting, challenging as well as being very demanding. My work is to settle refugee arrivals for up to 3 months and then hand them over to the African worker or, maintain them as casework
- Successfull settlement of over 36 families, in the Newcastle area in 10 months.
- Employment of 40+ refugees at Bartters Enterprises
- Even though there were problems with lack of English language skills and cultural issues.
- Total of 56 families arrived since 2002, 29 families in 2004 and including 7 families with 200 & 204 visas up to and including November. This is shown in Table 1 below.



Time Out

- Tax Help:** About 100 clients were assisted with their tax returns.
- Referring clients to STARTS (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) to assist with counselling and early intervention programmes
 - Organising doctor's appointment for initial health assessments
 - Organising with Medicare Office the issuing of Medicare cards
 - Making initial appointments for language assessment with the Adult Migrant English Program (AMEP)
 - Liasing with Bartter's Enterprise re employment. We were very successful in employing over 40 people with Bartter's. Many employees come from Sydney, Coffs Harbour and as far away as Perth etc.
 - Promoting Sudanese women as hair braiders in local salons. – 2 paid work sessions so far
 - Providing transport to clients to and from appointments.
 - In cooperation and partnership with some agencies and MRC staff I have organised months:
 - Bike and Park Safety issues
 - Living Skills with Centrelink, Australian Taxation and Department of Housing
 - Centrelink information session re income and estimation for taxation purposes.
 - Hunter Refugee Meeting
 - Interdenominational Refugee Support meeting
 - Hunter Refugee Week – assisting with shopping and transporting of people liaising with businesses for donation of food for BBQ and Sudanese dance performance
 - Weekly bread delivery to Sudanese families.
 - Liasing weekly with Real Estates – re problems with clients upkeep of properties increasing number of new arrivals and total size of families/number of children move "to help solve these problems
 - Transport issues – no drivers license and access to cars – MRC needs "people youth issues
 - Significant Cultural differences
 - Limited range of employment opportunities due lack of understanding of the Australian workplace culture and language
 - Clients need more assistance than the 3 months agreement period.
- Problems/Emerging Issues**
- Liasing weekly with Real Estates – re problems with clients upkeep of properties increasing number of new arrivals and total size of families/number of children move "to help solve these problems
 - Transport issues – no drivers license and access to cars – MRC needs "people youth issues
 - Significant Cultural differences
 - Limited range of employment opportunities due lack of understanding of the Australian workplace culture and language
 - Clients need more assistance than the 3 months agreement period.

Problems & Issues	Face to Face	Telephone	Number of Instances	TOTAL
Multicultural Affairs & Settlement Information	56	35	91	
Immigration & Citizenship	8	3	11	
Family problems & Support	43	18	61	
Income Support & Finances				
Educational & Training	34	27	61	
Overseas Qualifications				
Learning English	25	27	52	
Accommodation & Housing	25	9	34	
Health	40	35	75	
Mental Health				
Torture & Trauma	14	11	25	
Child Care	33	26	59	
Aged Care				
Youth & Sports Issues	29	18	47	
Domestic Violence				
Legal				
Police	4	6	10	
New Arrivals	61	26	87	
Churches & NGO's Supports Issues	24	35	59	
Employment	35	31	66	
Other Issues	45	38	83	

Table 1: CLIENT NEEDS OVER FOUR MONTH PERIOD

Services provided to clients are shown in Table 2 and concentrated on Consultancy, Referrals, Counselling, Interpreting & Translations and Filling in Forms, General Information and Support and Home and Hospital Visits. Sudanese and African community services providers in the four-month period.

The majority of clients who are assisted by the African Communities worker were from Sudanese ethnic groups and fewer from other African countries, and included men, women, adolescents and children.

476 occasions were delivered face to face and 345 occasions of service were delivered to clients by telephone. Each week around 26 clients received support. 476 occasions were delivered face to face and 345 occasions of service were delivered to clients per month.

worker provided 821 occasions of service to 295 people, with an average of around three services per person per month. This project started on 1st July 2004 and during this period the Sudanese & African Communities worker has worked with more than 455 clients and six groups. In the period of four months as the shown in Table 1, the African Communities worker provided 821 occasions of service to 295 people, with an average of around three services per person per month.

Funded by Department of Immigration & Multicultural Affairs
Worker
Sudanese & African Communities Support



Simon Major Babe

Meetings and consultations, training and information sessions play a very significant part in the work, in order to provide quality support for those helping the Sudanese. During a four-month period my role as African communities worker, had an average of 127 occasions for, visiting, attending meetings and participating in seminars with different organisations around Newcastle. This included the MRC Caseworkers meeting, Refugee week Sub-Committee, Migrant Health Clinics, Sponsors Information Session, Grand Rounds at John Hunter Hospital, Centralink Managers Meeting, Newcastle Family Court, monthly MRC staff meetings, TAFE Information sessions, various Health Information Sessions, United Nations Association Hunter Region, Newcaste Refugee Network, and the Samaritan Foundation "Sudanese Refugee Appeals Group".

Appointments, Meetings and Other Consultancy

- One session was held for newly arrived Sudanese and all sponsors about budgeting, money management and filling in forms.
 - The African communities worker facilitated the organization of health related sessions and clinics conducted by the Migrant Health Service. These were well attended, with an attendance of approx. 65 clients, the majority Sudanese women, adolescents and children and fewer numbers of men. The clinics were held in July, September and November.
 - The Uniting Church of New Lambton and Migrant Resource Centre, in conjunction with Hunter Community College, organised AMEP English Classes for Sudanese women who could not access childcare for their children at the TAFE classes. These classes occur at the Uniting Church (Kotara) on Monday and Thursday every week. An average of 18 women attend with 24 children in childcare.
 - The Newcastle Sudanese Dance Group was established on October 4, 2004, with a committee of seven members to organise and manage the dance group. The group consists of an average of 21-32 participants and meets every Monday and Friday at the MRC, for dance practice. Recently, the dance troupe performed at the Austcare Refugee Week celebrations, at the foreshore on October 23.
 - A Sudanese Women's Sewing Group meets every Monday at the MRC.

Table 2: CONSULTANCY SERVICES PROVIDED

Services Provided	Number of Instances	Advocacy	Referrals	Consultancy	Counseling	Justice of Peace Duties	Interpreting & Translations	Hospital Visits	General Information & Support & Home Visiting	76	17	91	6	14	33	92	27	14	33	14	6	91	17	76	366	TOTAL
Referrals	27	Advocacy	33	Consultancy	Counseling	Justice of Peace Duties	Interpreting & Translations	Hospital Visits	General Information & Support & Home Visiting	14	6	91	17	76	366	TOTAL										
Consultancy	14	Advocacy	33	Referrals	Counseling	Justice of Peace Duties	Interpreting & Translations	Hospital Visits	General Information & Support & Home Visiting	14	6	91	17	76	366	TOTAL										
Counseling	33	Advocacy	Referrals	Consultancy	Referrals	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										
Justice of Peace Duties	14	Counseling	Referrals	Advocacy	Referrals	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										
Interpreting & Translations	91	Advocacy	Referrals	Advocacy	Referrals	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										
Hospital Visits	17	Counseling	Referrals	Advocacy	Advocacy	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										
General Information & Support & Home Visiting	76	Justice of Peace Duties	Counseling	Referrals	Advocacy	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										
TOTAL	366	Justice of Peace Duties	Counseling	Referrals	Advocacy	Advocacy	Consultancy	Counseling	Justice of Peace Duties	14	6	91	17	76	366	TOTAL										

MRC 2004 ...celebrating diversity



CHRISTINE FOLLETT

I would like to thank the staff and management committee of the Migrant Resource Centre for their support and positive working relationship over the last four years, which has made my position as Skilled Migrant Placement Officer the most enjoyable role I have ever undertaken.

Twenty-three placements for the SMP Program. These have included such occupations as librarian, nursing assistant, genetic scientist, hospital attendant, hairdresser, stock assistant, sales assistant, clerical assistant, graphic designer, industrial sewer, engineer and industrial chemist. About one third of work experience placements in 2004 have resulted in paid work for clients. 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 that much needed local experience and reference that they can add to their resumes. Without the insured work experience and referees that the SMP Program offers, migrant jobseekers will be severely disadvantaged after 30 June 2004.

In spite of these good results, the Department of Education and Training notified in April 2004 that the SMP Program would no longer be funded beyond 30 June 2004. The justification was given that employment services are seen as a Commonwealth responsibility. This of course leaves a huge gap in tailored assistance to skilled migrants in the Hunter area where Commonwealth funded job network offices do not provide such assistance. Many clients have sent letters to their local member and local papers in protest and a story in support of the program was printed in 'The Star' newspaper in early May.

However the decision to close the program proved to be irreversible and representatives from the Department of Education and Training visited the Centre in May to go through exit strategies for the program. They supplied a letter to be sent to all active clients and advised on disposal and storage of client files. Outcomes were running at approximately 100% of targets so all grants monies were paid on time.

There were many full-time work placements of mainly Sudanese clients at Batters in Beresfield. This has been made possible by networking with Mike Anear in Chickens in Beresfield. This has been made possible by networking with Mike Anear in Human Resources at Batters, having established a good contact with him after successfully placing some Muslim Halal slaugtherers late last year. I have only referred clients whom I judge are entitled to pave the way for a long-lasting relationship with Batters. In April, Mike Anear and his recruitment team visited the Centre to meet us and set up procedures for future business, which have proved to be very successful. At the end of October 2004 thirty Sudanese clients have been employed at Batters.

Tar gets set by the Department of Education and Training in empl oyment for Skilled Migrant Placement Program (SMP) clients have not only been met but also exceeded by the local program. This is seen as a culmination of preparing skilled migrants to become job ready, and intervention by the Skilled Migrant Placement Officer (SMPO), in negotiating skills to vacancies. Employers and matchin g skills to vacancies. Employees inc luding occupations such as bookkeeper, office manager, education counsellor, accountant, clerical assistant, nursing assistant, industrial sewer haridresser, cleaner, stock keeper, sales assistant, community worker, types of jobs includin g occupations such as bookkeeper, office manager, education counsellor, accountant, clerical assistant, nursing assistant, industrial sewer and chemical engineer research.

Full-time employment placements (more than 6 weeks)	23	Part-time employment placements (more than 6 weeks)	17	Work experience placements (140 hours or over)	23
Key Performance Indicators Dec 2003-June 2004					



SRI LANKA MIGRATION PROGRAM

Funded by the Overseas Skills Unit, Department of Education and Training

overseas acquired skills/qualifications from a range of countries in the following areas:

- Collection of rural and regional "Good News" stories from the four Productive Diversity network areas. Stories have been promoted in the newsletter and added to the webpage.
 - Interviewed 17 clients for newsletters. These clients are successfully utilising their

Key initiatives:

The conference generated a great deal of extra work which, thanks to Annie Gawn, always was manageable and as a result of her consistently excellent work, was always the highest possible standard.

The objectives of the project – to inform employers of migrant skills and experience, to assist with implementation of productive diversity strategies in the workplace and assistance with recognition processes and training – have been addressed through the life of the Program, with some significant gains for individuals and businesses. However, the Program was abolished at the end of June, apparently due to financial constraints on NSW and the difficulty of measuring the outcomes of the program. Despite advice to the contrary from the Department, the showpiece of the workplan – the Diversity Works Conference – went ahead, with the overwhelming support from the MRC staff and management, and was very successful, especially in its development and delivery of the inaugural Diversity Awards.



The Productive Diversity in the Workplace Program (PDP) operated in the North West region of NSW for 3 years and for the previous 5 years as the Rural Information Campaign.

Cathy Johnston
Program Coordinator

This Program has been a very interesting one to work on and I have enjoyed the challenges it has presented. Thank you to all the people in the Centre who have in so many ways made this work so interesting and many thanks to the Management Committee for its on-going support. A final thanks go to Anne Gawn, who has been such a wonderful calm support, efficient troubleshooter and creative artist.

- Acquittal report on the Program sent to DET.
- Presentation – to TAFE students on productive diversity and changing demographics in the Newcastle region, using statistics available from DIMIA.

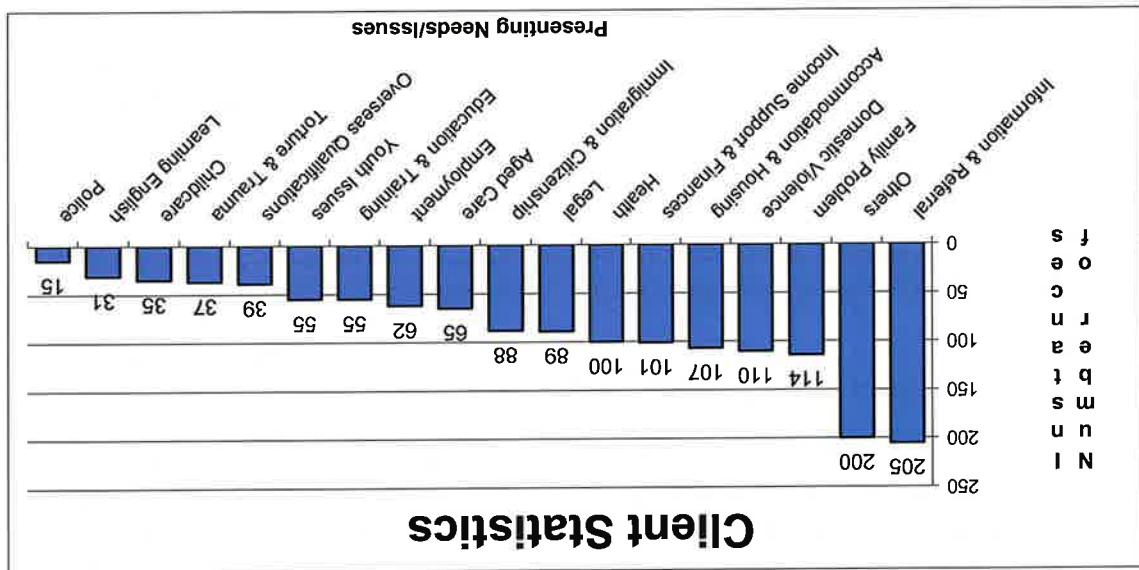
The Conference Committee all played very important roles in making the day a success and many thanks to them all. 70 delegates attended, with a further 18 also attending the lunch.

Name of Award	Sponsor	Award	Winner	Newcastle	Christophe Lechatelmais,	NSW	DS&RD	\$500	Da Gama Industries,	Kurti Kurri	IDC, Hunter	\$500	Barter Enterprises,	Berresfield	Diversity Management	CRC	\$750+Trophy	Philippe Legall,	Diversity Works	Bathurst
---------------	---------	-------	--------	-----------	--------------------------	-----	-------	-------	---------------------	-------------	-------------	-------	---------------------	-------------	----------------------	-----	--------------	------------------	-----------------	----------

- Conference: Diversity Works, held on May 28 from 12.00 – 6.00pm. Sponsorships were gained from: Lake Macquarie City Council, Small Business Answers Program, Community Relations Commission For a multicultural NSW, IDC Hunter, NSW Department of State and Regional Development (Award sponsors underlined), Centrelink, University of Newcastle, Aurora Training and Professional Services, Newcastle City Council, De l'Ullis Wines and Culchies and Neale. The lunch was held in partnership with Busness Charnwood Incorporated and the guest speaker was Ross De l'Ullis. There were 2 presentations at the Conference, a performance by SPICE and presentations of the 4 inaugural Diversity Awards:

- Booklet – Produced for the Conference, "Having a go – Leading the Way", tells the stories of all the migrants interviewed for the Program and was added to each delegate's kit.
- Information about diversity websites was added as a resource.
- Conference: Diversity Partnerships, held in Newcastle on the theme of partnerships, with the theme explored by Newcastle University, Migrant Health and 2 local organisations, telling the stories of migrants in their own business.
- Harmony Day Partnership: Breakfast function held in Newcastle on the theme of partnerships in a workplace Communication and Customer Service.
- Organised and ran 6 regional network meetings on the themes of Customer Service in a diverse Society and Partnerships: Job Networks and Migrant jobseekers. Total attendance – 175
- Training: Provided to 25 Managers in NIB and 80 University administration staff on Workplace Communication and Customer Service.

As can be seen from the statistics the service of information and referral offered to individual clients forms a significant part of my work. Other come next which include writing supporting letters, JF duties, social/emotional problems, transport difficulties, lost passports & renewals, gambling problems, the need for interpreting documents, access to belongings, separation & divorce, neighbour disputes, translations of documents, cultural and educational information, birthdays, weddings, funerals, bereavement, child care, services to belongings, separation & divorce, neighbour disputes, difficulties, lost passports & renewals, gambling problems, the need for interpreting documents, filling out forms, the need for referee, statutory declarations, etc.



In 2003, I have assisted 250 people with a variety of problems and issues.

Client Statistics: (Please note that I was working part time earlier in the year while finishing my Bachelor of Social Work degree).

Most of my time has been centre-based due to extensive demand of casework services here in Newcastle and its surrounding areas. However, I maintained regular contact with Filipinos from Taree and the North Coast. I also supported Filipino women (via the telephone service) in the Mid and Upper Hunter. I also supported women (via the telephone service) in Newcastle and its surrounding areas. During the year, I maintained regular contact with Filipinos from Taree and the North Coast.

Casework:

- ◆ Service providers.
- ◆ Liaising with government and non-government departments and mainstream Counselling
- ◆ Group work
- ◆ Intervention and advocacy
- ◆ Casework management
- ◆ Provision of information and referrals
- ◆ My work with the Filipino community involves:

Another very hectic and challenging year for me! Most of my work undertaken during the year continues to be diverse, complex and at times stressful. I have, however, terrific support from my colleagues at the Centre and I would like to take this opportunity to thank them.

(Funded by the Department of Community Services)

FILIPINO SOCIAL WORKER
ANNUAL REPORT 2004



Philippine Social Worker

Finally, it has been a rewarding year for me and my thanks go to Violetta and the MRC Management Committee for their continued support to the Phillipine Welfare Project.

- ♦ I have organised a reference group consisted of seven Filipino women volunteers with the aim of assisting the settlement process of newly-arrived Filipinos in Newcastle and the Hunter Region called, 'Welcome to the Hunter' Volunteers' Training Program. It was a 10 week @ 3 hours per session meetings held at the MRC with each meetings structured around specific topics and incorporated handouts. The training sessions have covered key areas of orientation and the participants were given overview on topics that included welfare, legal, education, health, government departments, ethno-specific services and general information.
 - ♦ I have organized Dancing Lessons (Ballroom) for the Filipino Social Group every Friday held at the MRC.
 - ♦ I have assisted Filipino students from the University of Newcastle in their research projects.
 - ♦ Represented the centre in the Harmony Day Celebration at the Central Coast highlighting the launched of the booklet, 'Emerging Religious of the Central Coast'.
 - ♦ Attended a seminar on Depression- Lighting the Way, and the Annual Regional Domestic Violence Forum
 - ♦ Attended the following on a regular basis-MRC Staff meetings, MRC Caseworkers meetings, Migrant Forum, CALD

Other Activities:

- ♦ Asthma
 - ♦ Arthritis
 - ♦ Injury Prevention
 - ♦ Menopause
 - ♦ First Aids
 - ♦ Diabetes
 - ♦ Smoking
 - ♦ Relaxation♦DIMIA & Centrelink new arrangement for Assurance of Support
 - ♦ DOCS Child Protection & Inter-Country Adoption
 - ♦ DIMIA's Domestic Violence Policy
 - ♦ Family Law Matters (Family Court, Separation & Divorce,
 - ♦ Child Contact/Residence, Property Settlement)

Community Development: Group information sessions were organised for the Filipino community on topics such as:

These issues are inter-related in many cases.

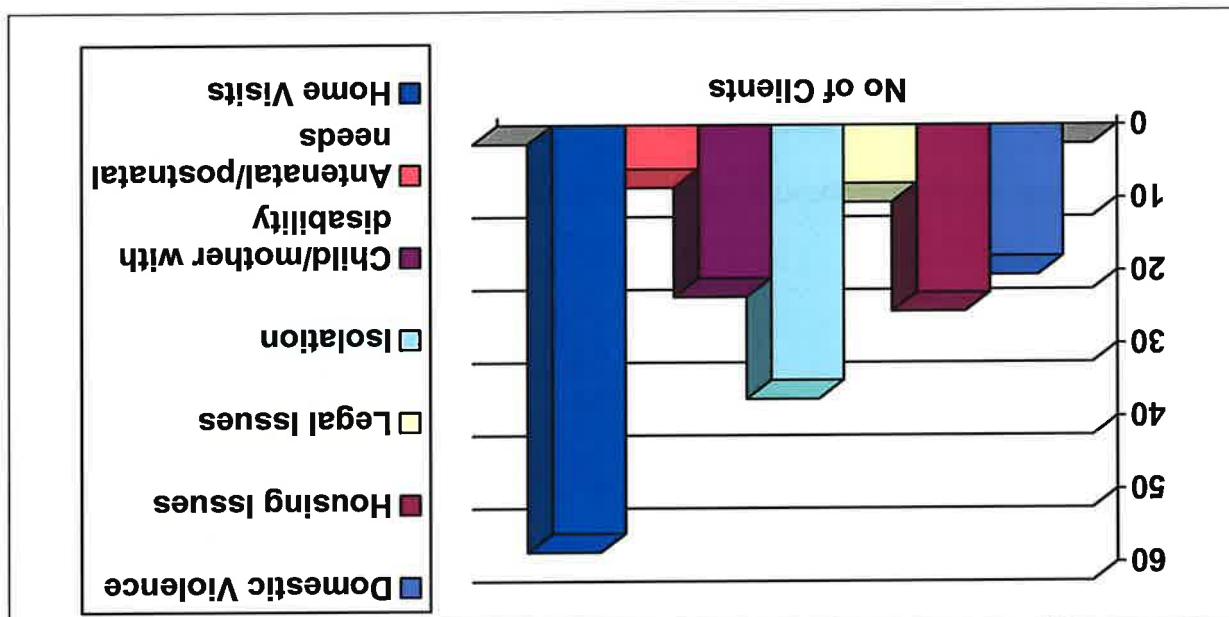


Figure 1: Types of issues presented:

Assistance Provided	No of Clients
Home Visits	56
Antenatal/Postnatal needs	6
Child/mother with disability	21
Isolation	26
Legal issues	8
Housing issues	18
Domestic Violence	22

(Each family would have one or more of the following issues)

Types of issues presented:

During the 12 months period clients from 36 countries were assisted.

Of all the 56 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 56 families have accessed this service from the Newcastle and Lake Macquarie areas. Of this 22 families received assistance outside of 9 - 5 pm and during the weekends and public holidays.



Devika Wijewardene

It has been a very productive and a successful year for this project with many positive outcomes. I would like to thank the Director, staff and the management committee for their support. The flyers have been 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 center 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:

Worked with Family Support Services, Home Start, Hunter Area Health, Migrant health, Kaleidoscope child health unit, Royal Blind Society, Ethnic Communities Council, Local charities and churches, TAFE, Newcastle and Lake Macquarie Refugees, Family Court, Newcastle Court, Eva's Project, Women's Housing, NewMac, DOCS, Legal Aid, Waratah Police and Department of Housing in linking clients and working together to provide assistance and support.

Worked in partnership with Special Education Newcastle University for children with disabilities, Hunter disability services, Migrant Health MOMS Project, Home Start and Refugee Movement.

Networking:

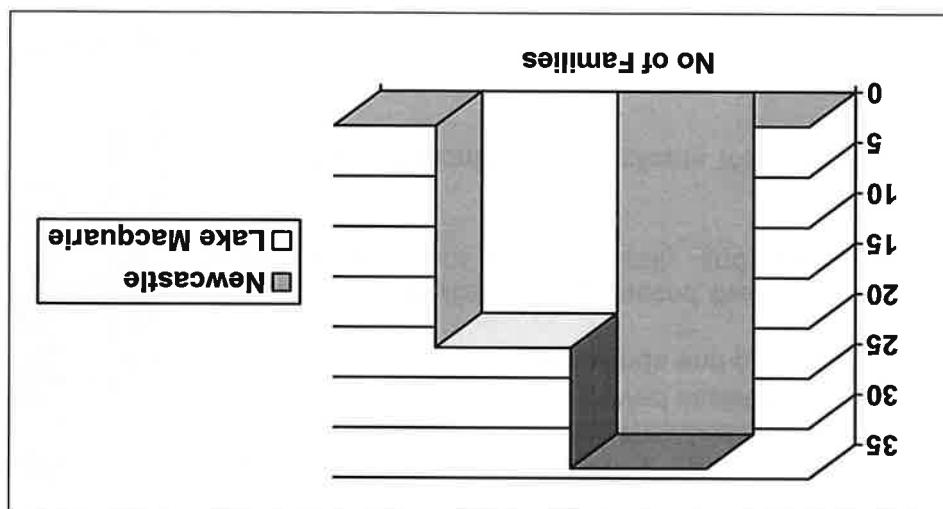


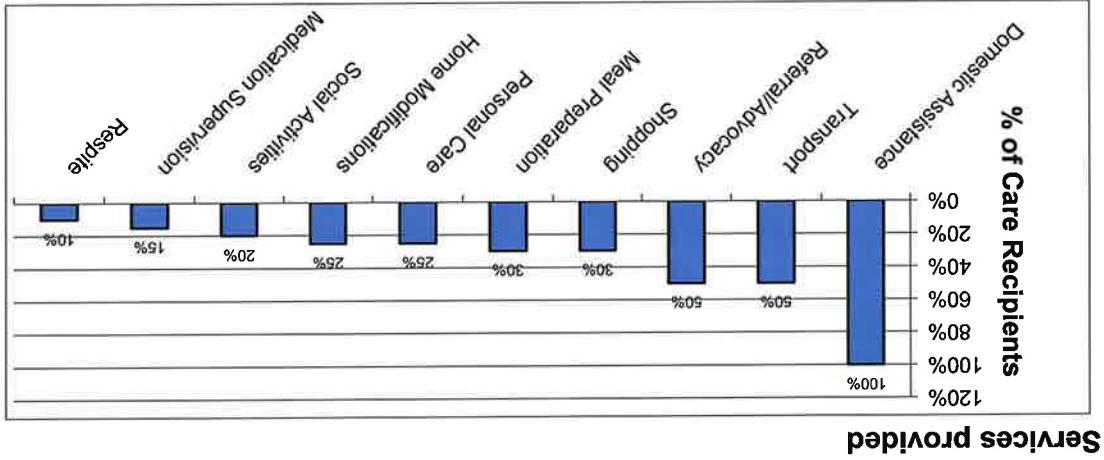
Figure 2: Clients from Newcastle and Lake Macquarie areas:

The Coordination role involved completion of Brokerage and Service Agreements, ongoing monitoring to ensure quality service provision, undertaking initial assessments, organizing and providing orientation to care workers, amending Care Plans in response to changing needs; as well as completing and reconciling monthly Subsidy from the Department, care recipient contribution fees and payments to service providers.

Brokerage model adopted by the MRC continues to be an efficient and effective means of service provision. Having a choice of a variety of providers fulfills linguistic needs of our care recipients. This is especially crucial for people with dementia. (6 different ones used in the past year) has enabled us to better meet the cultural and linguistic needs of our care recipients. This is especially crucial for people with dementia.

The brokerage model adopted by the MRC continues to be an efficient and effective

Model of Service Provision



All twenty packages are currently full and operating well. In the past year we have had one person move to a nursing home, another voluntarily give up a package and 4 care recipients who have passed away – this represents a turnover rate of 25%.

Sue



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

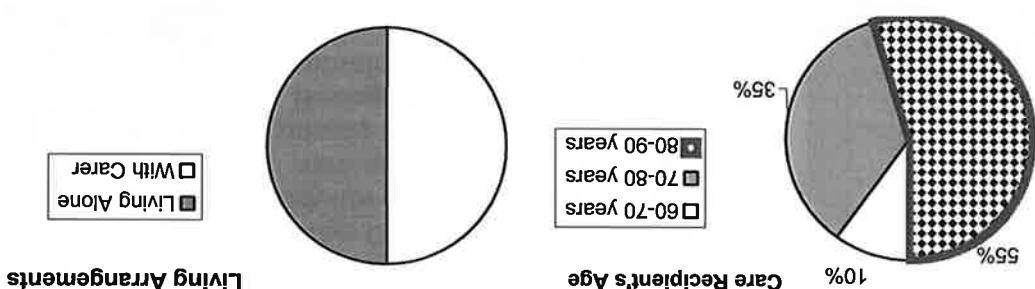
Sue



Funded by the Commonwealth Department of Health and Ageing

COMMUNITY AGED CARE PACKAGES (CACP)

2004 ANNUAL REPORT



As the Community Casework target people who have complex care needs, there is a substantial casework role for the two part time Coordinators. This involved ongoing monitoring of care recipients' welfare and changing needs as well as the more intensive assistance required as a result of personal or health related crisis situations, such as hospital admissions, changing family circumstances and/or availability of other support working relationships with The Aged Care Assessment Team and other collaborative mechanisms. The work also involved liaison with and development of a collaborative podiatrists, Diabetic Education services, Franklin Park Rehabilitation nurses, health/community organisations such as Hospital social workers, community health nurses, physiotherapist and Occupational Therapists as well as Home Modification services.

The Department is moving towards a more rigorous Accountability Framework for CACP beginning in July this year. This will involve three main areas: Quality Assurance i.e. self - assessment against Community Care Standards and User Rights Guidelines; Data Collection and Financial Reporting.

In recognition of the demographic reality of a rapidly ageing population the Department has significantly increased the number of packages allocated for the next 3 years: 90 in the Hunter this year and 150 for each of the next 3 years. However there are currently 443 packages on the waiting list in the Newcastle and Lake Macquarie areas. MRC has applied for 40 packages this year targeting both people from NESB as well as the general population.

Many thanks to everyone at the MRC - both management and staff - for your continued support and assistance - it was much appreciated. Best wishes for a Safe and Happy Holiday Season to everyone.

Suji (Teleisia) Lohoha & Sue (Slavica) Hristov CACP Coordinators

Table 2: TRIPPING HOMES VISITED BY LGA

Local Government Area	Nursing Homes Visited	Currently Not Visiting (2003-4)	Newcastle
Kara	Lindsay Gardens	Maximilian Kolbe	
	St Josephs	Timonee Gardens	
	Wesley High	Westcott	
	Wallsend		

The MRC Community Visitor Scheme covers 5 LGA's being Newcastle, Lake Macquarie, Port Stephens, Cessnock and Maitland. The Scheme had residents in 4 of the LGA's. Several of these LGA's have a rural - metropolitan interface. The spread of the MRC CVS is shown in Table 2

Table 1: MRC CVS VISITORS

18	Active Visitors (at the Beginning of July 2004)	Others Visitors who withdrew from the Scheme required at the beginning of July (2003-04)	9	4	31
Total	Actve Visitors (at the Beginning of July 2004)	Visitors who withdrew from the Scheme required at the beginning of July (2003-04)	9	4	31

During this period 4 visitors withdrew from the Scheme for various reasons, mostly associated with poor health. The general complaint for some of the visitors is the personal costs associated with their vehicles. That is, most don't envisage that they will have the ability to buy another car in their lifetime and if the distance is seen to be too great for the costs associated with their role as a visitor it becomes burdensome.

Table 1 shows the numbers of Community visitors and turnover.

The Migrant Resource Centre's Community Visitor Scheme (MRCVS) completed the 2003-04 year on a successful note. Its visitors continue to be appreciated by both the residents and the nursing homes in which they operate. Some issues continue to be a problem, such as the development of more language competent volunteers as well as the challenge of ensuring that the MRCVS ensures that the volunteers are developed and nurtured in an ongoing way. A challenge from this year has been to improve our CVS by developing a range of better policies and procedures and to redevelop our publicity material to better inform the wider community of the good work of the project.



ANNUAL REPORT 2003-2004
MIGRANT RESOURCE CENTRE
COMMUNITY VISITOR SCHEME

Johanna Dupré

I would like to conclude this report with a note of thanks to Helen Britton of the Department of Health and Aging and Nursing Homes Staff for the support received during this year, but especially our wonderful group of Volunteers who faithfully visit the Residents in the Nursing Homes with a friendly smile and a warm heart.

Changes for the future service provision
At this time we don't expect in the near future for our CVS to decline in requests but rather to continue to be a high need. As we resolve our acquisition of new Volunteers we expect the potential of increasing our services to be addressed.

Changes for the future service provision

However, we are also aware that we need to maintain the profile of the MRC CVS locally, as staff in the nursing homes change and our visitors can sometimes become "lost" in their system. To this end we are looking at other mechanisms to continue to measure the service satisfaction.

- The MRC CVS provides a very important conduit of communication and a valuable service to Migrant Residents in local nursing homes. The area that the MRC CVS covers is considerable and the numbers of migrants who are residents in Nursing homes dispersed throughout this area is such that many residents do not have relatives living close by, or they are totally isolated.
 - The benefits of the Scheme have been acknowledged locally and also include a means by which migrant specific issues are raised with the nursing homes. These issues are raised by the CVS and are acted upon and addressed as a consequence.

Benefits of the scheme

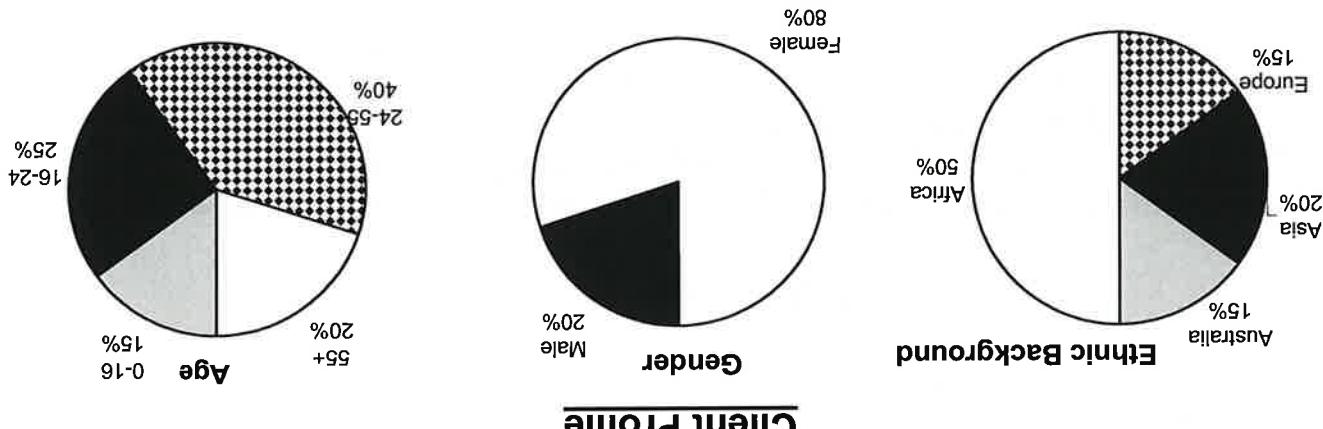
Orientations and Information Activities

During the year the Visitors continued to have information sessions to update them on a number of current issues. These sessions included: Occupational Health and Safety; Dementia and working with residents with Dementia, and Relaxation techniques. The scheme also provided a small number of social activities to maintain group support. The Coordinator of the MRC's CVS participated in a number of different activities during the year including several Multicultural Service Expos, various networks (interagencies) and Carer's support activities where the CVS was promoted.

Continued - Table 2: NURSING HOMES VISITED BY LGA		
Local Government Area	Nursing Homes Visited	Currently Not Visiting (2003-4)
Lake Macquarie	Amity	Bolton Point (Till Nov. 03) Bolton Point (Kressville)
Maitland	NiI	
Cessnock	Allendale Gardens)	
Port Stephens	Oban (Raymond Terrace	
Narrabri	Narla Village	
C.A. Brown	C.A. Brown	
Hawkesbury	Hawkes Village	
Garden Suburb	Garden Suburb	
Bolton Point (Till Nov. 03)	Bolton Point (Till Nov. 03)	
Lake Macquarie	Amity	

COUNTRY	COUNTRY	COUNTRY
Australia	India	Somalia
Austria	Indonesia	Spain
Bosnia	Italy	South Africa
Brazil	Japan	Sudan
China	Macedonia	Tahiti
England	New Zealand	Thailand
Fiji	Panama	Tunisia
France	Philippines	Ukraine
Germany	Poland	Venezuela
Greece	Russia	Vietnam
Honduras	Samoan	Zimbabwe

Overall, however, client backgrounds have presented the wide range of ethnicity that this Program has been serving in the 12 years of its operation. Up to 36 ethnic backgrounds were represented in the 12 years of its operation. Up to 36 ethnic backgrounds were represented in the 12 years of its operation.



The service provided 1100 occasions of services to 304 people, with an average of 25 per month. Of the clients assisted each month of average of 18 were ongoing clients and an average of 5 were new referrals.

This year, the activities of the Family Support Worker focused on responding to the presenting needs of newer and emerging communities in the Local Government Areas of Newcastle and Lake Macquarie, such as Sudanese, Liberian, Thai and former USSR.



Tima Oto/ Siti Dwyer.

The Service has also worked collaboratively to support activities of other Centre based projects, especially the Refugee Service, which has a major role in the initial and ongoing settlement of families, a task which is proving very challenging.

- The Sudanese Women's Support Group is a very new group, focusing on cultural and craft activities and has now met 4 times. It will need much support to help it function. One excellent spin-off has been the take up by local hair salions of the braiding skills of the women
- The Japanese Group has also been meeting regularly.

- the Thai Friendship group was especially active with 10 meetings in the course of the year, with average attendance of 50-60 individuals
- Health, Legal and migration information.

The Service facilitated meetings of several support groups, on a monthly basis as well as ad hoc meetings convened for special purposes, such as

GROUP WORK

Services provided	No. of instances	Service Provided	No. of instances	TOTAL	Mediation
General Information	280	General Support	180		
Counselling	199	Court Support	21		
Advocacy	65	Filling Out Forms	58		
Consultancy	40	Home Visits	30		
Referrals	114	Agency Visits	40		

Services provided to families and individuals are as follows:

SERVICES PROVIDED:

Problem/Issue	No. of instances	Problem/Issues	No. of instances	TOTAL	Income Support
Family/Parenting	250	Language	100		
Housing	60	* Employment/Education	30		
Domestic Violence	125	* Other	155		
Legal	55	Health	125		

Issues presented by clients are shown in the following table.

CLIENT NEEDS:

Training
Aside of the initial training provided by the MRC Newcastle and Hunter, I was able to attend the 3-day training provided by DIMIA in Sydney and the STARTS one-day training provided locally in Armidale. The MRC's Rural Support project has provided continued support and training to this project throughout the year.

Major Issues
The major issues have been education, financial support and health. As the service is new and the Sudanese are also new to the area, services have presented and how to deal with them effectively.

Some of these clients have required ongoing support, especially the Sudanese refugees.

Country of Birth	Male	Female	Total Number
Azerbaijan	0	1	1
Russia	0	2	2
Jordanian	1	1	2
English	1	0	1
Egyptian	1	0	1
Lebanese	1	0	1
Fijian	0	1	1
Chinese	1	0	1
Somali	0	1	1
Japanese	1	1	2
Bangladesh	0	1	1
Zimbabwe	0	1	1
Burma	0	1	1
Thai	0	3	3
Pakistan	0	1	1
Indian	3	2	3
Sudanese	8	7	15
Burma	0	1	1
Afghanistan	3	0	3
Brunei	0	1	1
Persian	3	4	7

Table 1: First Time Clients - New England Cross Project 2004

Town with many students from overseas.

Clients have used the service with numbers of these being referred to the MRC's migration agents, who have been an invaluable resource to this service, as it is located in a university town with many students from overseas.

New Beginnings
This service started in February 2004, initially working from the Centreflink office in Armidale and the relationship forged with Centreflink has been invaluable, especially the professionals provided. Two weeks later the service found a new home at the Regional Extension Family Service (REFS) in Armidale. It is centrally located, near to the TAFE and hospital and is easy for clients to access. The service has also been well supported by REFS and the project uses REFS as a base in Tamworth for the Tamworth Outreach work.

The service took a few months to establish and the first six months statistics reflected this initial phase, as numbers were slow to start. Now the service is busy working with clients

from many backgrounds and with a variety of needs. As can be seen from Table 1, 52

clients have used the service with numbers of these being referred to the MRC's migration

(Funded by the Department of Immigration, Multicultural and Indigenous Affairs)

(CSS) Project

Kris Teece

The MRC has supported this outreach extensively on a week-to-week basis, which has been vital to the overall success of the service especially during this initial phase.

I have been able to encourage other migrant services to be much more involved in the New England area such as Migrant Health, AMEP and the NSWDET Community Information Officer (NESB). I have been instrumental in putting migrant needs on the local agenda and services have responded well to the challenge. Much of this work will be ongoing.

The service is engaging all migrant groups within the New England community, which is especially important in a regional area where ethnic specific numbers are generally low. The service is particularly locally with service providers, clientele and migrant community leaders. Happily community locality DIMA. It has also achieved a positive standing in the agenda and timeframe of the DIMA. The service has completed all required milestones and reporting requirements within the set

Armidale, CRC, Youth Services Armidale and District and more. Sanctuary groups in Armidale and Tamworth, Inverell, Violence Against Women Interagency, in Armidale, Tamworth and Inverell, to Area Health, Violence Against Women Interagency, The CSSS has made a number of presentations over the course of the year to interagencies

Achievements

Inverell, recently the CSSS has been investigating the possibility of setting up a regular service in Inverell. Inverell also has an active Sanctuary group and they have their first Sudanese family. The CSSS has been well received locally, where I have attended interagency meetings, worked with the local Sanctuary and advised the local TAFE and schools on our service provision and assistance.

Tamworth, in Tamworth the New England CSSS project has worked extensively with the Centrelink, and Family Support. A multi-cultural committee has been developed and the CSSS has also been instrumental in starting up Tamworth's first migrant women's group. This group has attracted a lot of positive attention from the Tamworth community and lowered the CSSS to be recognised locally, increasing the clientele there. Tamworth had a slower start than Armidale, but the CSSS has now a great network of support from other local services and is being sought as an information source by both service providers and Sudanese families. The CSSS has been well received locally, where I have attended interagency meetings, worked with the local Sanctuary and advised the local TAFE and schools on our service provision and assistance.

Armidale, most of the major service providers in the area have been offered support and information. CSSS attends the local interagency and has supported Centrelink, Armidale and Dumaresq Council (Social Plan), Health, Sanctuary Inc (Local Refugee Support Groups in both Armidale and Inverell are called Sanctuary), International Women's Group, Armidale Women's Refuge, Armidale and District Youth Support Services, Women's Housing, NSWDET and AMEP service providers. I have set up an advisory committee to support the CSSS project and this meets in Armidale and has been well supported by a number of professionals who also work with migrants.

A major part of the position this year and this has been reflected in the work plan submitted to DIMA.

Community Building and Interagency Co-operation

MRC 2004 ... celebrating diversity



Amnesty International	Bohemian Outreach Society	Community Options NESB	DOS Culturally and Linguistically Diverse (CALD) Committee	Employment Information sessions	Hamilton Walkers	Hunter Ethnic Parents Teachers	Hunter Community Council of Social Service	Associaiton Community Languages Service	Hunter NeSB Disability Working Party	United Nations Association	TACS Committee
-----------------------	---------------------------	------------------------	--	---------------------------------	------------------	--------------------------------	--	---	--------------------------------------	----------------------------	----------------

The premises have also been utilized by interagency groups with a migrant focus/intersociety pathway

Families in Cultural Transition	Hamilton Multicultural Walkers Group	Home and Community Care	International National Choir	NESB Gambling Recovery group	Multicultural Women's Support	Newcastle & Hunter Ethnic Choral Society	South Pacific Islander Culture in Group	Domestic Violence Torture & Trauma Group	Education (SPICE) Group	Multicultural Demeria Support	Interagency on Migrant Issues
---------------------------------	--------------------------------------	-------------------------	------------------------------	------------------------------	-------------------------------	--	---	--	-------------------------	-------------------------------	-------------------------------

In addition the following multicultural groups have been accommodated

Greek Orthodox Holy Apostles	Hungarian Association	Korean Group	Latvian Community of Newcastle	Sudanese Women's Craft group	Letteisi Group	Macedonian Youth Group	Nigthmigale (sub-group Letteisi)	Slovene Association of Newcastle	Sri Lankan Community	Vietnamese School	Thai Women's Group	Tongan Women's Group	Multicultural Women's Support	Domestic Violence Torture & Trauma Group	South Pacific Islander Culture in Group	Education (SPICE) Group	Multicultural Demeria Support	Interagency on Migrant Issues
------------------------------	-----------------------	--------------	--------------------------------	------------------------------	----------------	------------------------	----------------------------------	----------------------------------	----------------------	-------------------	--------------------	----------------------	-------------------------------	--	---	-------------------------	-------------------------------	-------------------------------

MRC 2004 ... celebrating diversity



Kathy Patterson

Hakim Makem

Daniel Follett

Lupe Fonua

JUANITA
LOLI
COMMUNITY WELFARE



MARK WHIT
MICHAEL O'SULLIVAN
HUNTER PARENTS &
TEACHERS COMMUNITY
LANGUAGE SCHOOLS
PROJECT OFFICER



ANNIE GAWN
ADMINISTRATION &
CITIZENSHIP SUPPORT
OFFICER



CARLA SILVA
ADMINISTRATION &
WEBSITE MANAGER



MARY MILEVSKI
FINANCIAL
MANAGER



TANOTOS
DEPUTY DIRECTOR
MIGRATION AGENT



ARLENE RICHARDS
FINANCIAL
CONTROLLER



LOLI
JUANITA
COMMUNITY WELFARE

MARK WHIT
MICHAEL O'SULLIVAN
HUNTER PARENTS &
TEACHERS COMMUNITY
LANGUAGE SCHOOLS
PROJECT OFFICER





For The Year Ended 30 June 2004

Financial Report

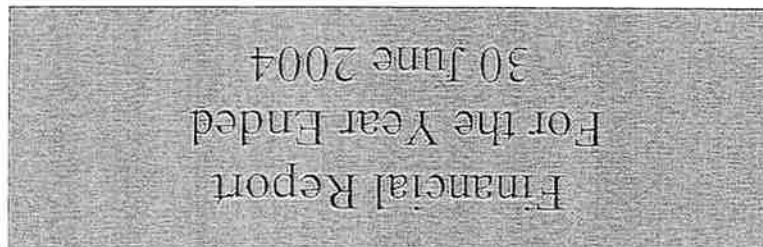
ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF
NEWCASTLE AND HUNTER REGION

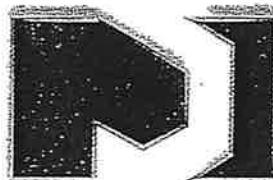
Detailed Statement of Financial Performance	21 - 22
Complaints Report	20
Notes to the Financial Statements	9 - 19
Statement of Cash Flows	8
Statement of Financial Position	7
Statement of Financial Performance	6
Directors' Declaration	5
Auditors' Report	4
Directors' Report	1 - 3

Contents



MGRAINT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION LIMITED

Cutcher & Neale



Name Position Chairmain Henry Chan Member of Newcastle and Hunter Valley Years Service

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 2004.

DIRECTORS' REPORT

Page 1

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Name	Position	Chairmain	Henry Chan	Member of Newcastle and Hunter Valley	Years Service	Your Directors present their report on the Company for the financial year ended 30 June 2004.	The names of the Directors in office at any time during or since the end of the year are: The names of the Directors in office at any time during or since the end of the year are:	Review of Operations	Operating Profit of \$43,161 was achieved and compares with a profit of \$50,859 achieved in 2003.	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.	Significant Changes in State of Affairs	In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.	of the Company for the financial year.
Name	Position	Chairmain	Henry Chan	Member of Newcastle and Hunter Valley	Years Service	Your Directors present their report on the Company for the financial year ended 30 June 2004.	The names of the Directors in office at any time during or since the end of the year are: The names of the Directors in office at any time during or since the end of the year are:	Review of Operations	Operating Profit of \$43,161 was achieved and compares with a profit of \$50,859 achieved in 2003.	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.	Significant Changes in State of Affairs	In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.	of the Company for the financial year.
Name	Position	Chairmain	Henry Chan	Member of Newcastle and Hunter Valley	Years Service	Your Directors present their report on the Company for the financial year ended 30 June 2004.	The names of the Directors in office at any time during or since the end of the year are: The names of the Directors in office at any time during or since the end of the year are:	Review of Operations	Operating Profit of \$43,161 was achieved and compares with a profit of \$50,859 achieved in 2003.	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.	Significant Changes in State of Affairs	In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.	of the Company for the financial year.
Name	Position	Chairmain	Henry Chan	Member of Newcastle and Hunter Valley	Years Service	Your Directors present their report on the Company for the financial year ended 30 June 2004.	The names of the Directors in office at any time during or since the end of the year are: The names of the Directors in office at any time during or since the end of the year are:	Review of Operations	Operating Profit of \$43,161 was achieved and compares with a profit of \$50,859 achieved in 2003.	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.	Significant Changes in State of Affairs	In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.	of the Company for the financial year.
Name	Position	Chairmain	Henry Chan	Member of Newcastle and Hunter Valley	Years Service	Your Directors present their report on the Company for the financial year ended 30 June 2004.	The names of the Directors in office at any time during or since the end of the year are: The names of the Directors in office at any time during or since the end of the year are:	Review of Operations	Operating Profit of \$43,161 was achieved and compares with a profit of \$50,859 achieved in 2003.	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.	Significant Changes in State of Affairs	In the opinion of the Directors, there has been no significant change in the state of affairs of the Company for the financial year.	of the Company for the financial year.

"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 defending 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,

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

Indemnifying Officers or Auditor

No. Available No. Attended

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 of 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

DIRECTORS' REMOLUMENTS

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 21st day of October 2004

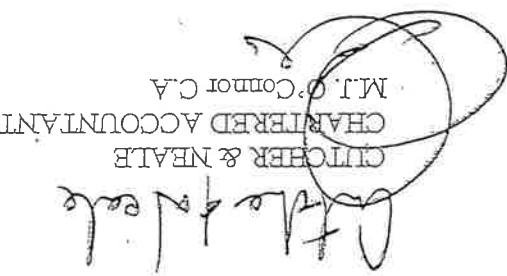
(A Company Limited by Guarantee and having no Share Capital)
ABN 72 002 898 759
LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Page 3

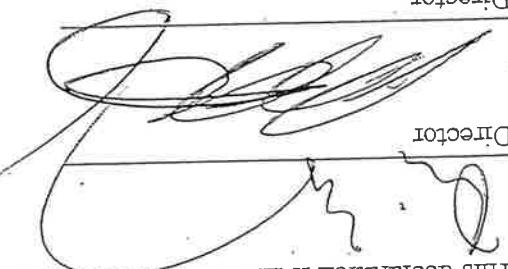
DIRECTORS' REPORT

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
 INDEPENDENT AUDIT REPORT
 TO THE MEMBERS OF
 MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
 LIMITED
 ABN 72 002 898 759
 (A Company Limited by Guarantee and having no Share Capital)
 Page 4
 Scope
 We have audited the financial report of Migrant Resource Centre and Hunter Region Limited for the year ended 30 June 2004 as set out on pages 5 to 19.
 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.
 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 reasonable assurance as to whether the financial report has been prepared in accordance with Accounting standards in Australia and other mandatory professional reporting requirements and statutory disclosure requirements in the financial report is presented fairly in accordance with Accounting standards in Australia and other mandatory professional reporting requirements and statutory disclosure requirements in the financial report of Migrant Resource Centre and Hunter Region Limited so as to present a view which is consistent with our understanding of the requirements so as to represent a view which is consistent with the results of their operations and their cash flows.
 The audit opinion expressed in this report has been formed on the above basis.
 Audit Opinion
 In our opinion, the financial report of Migrant Resource Centre of Newcastle and Hunter Region Limited is in accordance with:
 (a) the Corporations Act 2001, including:
 (i) giving a true and fair view of the Company's financial position as at 30 June 2004 and its performance for the period ended on that date; and
 (ii) complying with Accounting Standards in Australia and the Corporations Regulations 2001; and
 (b) other mandatory professional reporting requirements



Michael J. O'Connor C.A.
 CHARTERED ACCOUNTANTS
 GUTHIER & NEALE
 Newcastle
 October 2004
 First Floor
 25 Botton Street
 Newcastle 2300

Dated this 24th day of October 2004.

Director

Director

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

1. The Directors declare that the financial statements and notes, as set out on pages 6 to 19 are in accordance with the Corporations Act 2001; and
 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.
- (a) comply with Accounting Standards in Australia and the Corporations Regulations 2001; and
- (b) give a true and fair view of the financial position as at 30 June 2004 and of the performance for the year ended on that date of the Company;

The Directors of the Company declare that:

DIRECTORS' DECLARATION

Page 5

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee and having no Share Capital)

			Total change in equity
			50,859
			43,161
			50,859
			43,161
			(137,811)
		3	(120,673)
			(131,760)
			(158,230)
			(19,727)
		3	(21,155)
			(216,436)
			(228,149)
		2	571,368
			556,593
		Note	\$
	2004		\$
	2003		

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004

Page 6

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee and having no Share Capital)

				CURRENT ASSETS
5	311,230	355,200	482,488	TOTAL CURRENT ASSETS
6	76,621	116,873	10,415	Receivables
7	9,471	10,415	Other	Cash assets
8	78,309	70,239	552,727	Plant & equipment
9	39,378	83,797	176,714	CURRENT LIABILITIES
10	137,336	137,245	221,042	TOTAL CURRENT LIABILITIES
				NON CURRENT LIABILITIES
				PROVISIONS
		32,461	22,068	Provisions
		32,461	22,068	TOTAL NON CURRENT LIABILITIES
				NET ASSETS
		266,456	266,456	EQUITY
		266,456	309,617	Retained profits
		266,456	309,617	TOTAL EQUITY

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2004

Page 7

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee and having no Share Capital)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2004

Page 8

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee no Share Capital)

The depreciable amount of all fixed assets are depreciated over their estimated useful lives. The depreciable amount of all fixed assets are depreciated over the estimated useful lives of the improvements 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 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

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 report. The accounting 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 of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

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

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Interpretations 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 2004

Page 9

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

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 within less than 14 days to maturity.
- overdrafts; and
- cash on hand and at call deposits with banks or financial institutions, net of bank overdrafts;

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 arising from services rendered by employees to balance date are measured at their nominal value.
 Annual leave which will be settled after one year, have been measured at their nominal value within one year together with entitlements arising from wages and salaries and settled within one year. Other employee entitlements payable later than one year have been measured at the nominal value.

(c) Employee Entitlements

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

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 2004

Page 10

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
 ABN 72 002 898 759
 LIMITED
 (A Company Limited by Guarantee and having no Share Capital)

Region Limited

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

(f) Grant Contribution

- Families First Child Worker
- Refugee Housing
- Community Aged Care Packages
- Immigrant Advice and Application Assistance Scheme
- Casino
- Rural Information Campaign
- Special 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.

(i) Affiliated Grant Activities

Migrant Resource Centre of Newcastle and Hunter Region Limited charge 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.

(j) Adminstration Fees

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

(g) 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 expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

(k) 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 2004

Page 11

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

NOTE 2 REVENUE	
Operating activities	\$ 2003
Grant funds	300,068
Admission fee received	289,175
Interest received - other persons	204,572
Other revenue	9,440
Total Revenue	559,368
Non-Operating activities	
Proceeds on disposal of plant & equipment	12,000
	571,368
	556,593

NOTE 2 REVENUE

The Company's management, along with its auditors, are assessing the significance of these changes and preparing for their implementation.

Australia is currently preparing for the introduction of International Financial Reporting Standards (IFRS) effective for financial years commencing 1 January 2005. This requires the production of accounting data for future comparative purposes at the beginning of the next financial year.

(1) Adoption of Australian Equivalents to International Financial Reporting Standards

1. The unexpended grant money (Note 9) shown in the accounts will be brought to account over the term of the contracts or related to the funding body as set out in the funding agreements.

(e) Unexpanded Grant Motions

NOTES STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

Page 12

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

\$0 - \$9,999

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

Net loss on disposal of plant and equipment 302

(a) Revenue and Net Gains

		Administrative cost
		Grant debtors
		Bad and doubtful debts
		Rental expense on operating lease
		- minimum lease payments
		- least held improvements
		Aморitisation of non current assets
		- plant and equipment
		(a) Expenses
		- audit
		Remuneration of auditor
		Leasedhold improvements
		Amortisation of non current assets
		- least held improvements
		Rental expense on operating lease
		- minimum lease payments
		Bad and doubtful debts
		Grant debtors
		Administrative cost
		Net loss on disposal of plant and equipment
		(a) Revenue and Net Gains
		Revenue and Net Gains

NOTE 3 PROFIT FROM ORDINARY ACTIVITIES

\$	\$
2004	2003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

Page 13

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee and having no Share Capital)

۱۰۷

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED
ABN 72 002 898 759
(A Company Limited by Guarantee and having no Share Capital)

NOTE 8 PLANT & EQUIPMENT

2004 \$
2003 \$

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

Page 15

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

ABN 72 002 898 759

LIMTED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
 LIMITED
 ABN 72 002 898 759
 (A Company Limited by Guarantee and having no Share Capital)

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2004

Page 16

NOTE 9 PAYABLES

	2004	2003
Trade creditors	38,909	22,332
Grant Funds Carried Forward - Core Grant	44,888	17,046
Employee entitlements	137,245	137,336
NON CURRENT		
(a) Aggregate employee entitlement liability	159,313	169,797
(b) Number of employees at year end	20	18

NOTE 10 PROVISIONS

	2004	2003
Employee entitlements	83,797	39,378
CURRENT		
(a) Aggregate employee entitlement liability	159,313	169,797
Employee entitlements	22,068	32,461
NON CURRENT		
(b) Number of employees at year end	20	18

NOTE 11 RETAINED PROFITS

	2004	2003
Retained profits at the beginning of the financial year	266,456	309,617
Net profit/(loss) attributable to members of the Company	50,859	43,161
Retained profits at the beginning of the financial year	215,597	266,456
Retained profits at the end of the financial year	266,456	

The Company operates in the services industry wholly within Australia.

NOTE 15 SEGMENT REPORTING

(-69)

The Company is limited by guarantee. If the Company is wound up, the articles of the Company state that each Member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company. At 30 June 2004 the number of Members was 69 (2003).

NOTE 14 MEMBERS' GUARANTEE

- year term for an additional term of five years.

The property lease is a non-cancellable lease with a five-year term, with rent payable monthly in advance. Continuing rental provisions within the lease agreement require the minimum lease payments shall be increased by CPI. An option exists to renew the lease at the end of the five-year term for an additional term of five years.

90,978	63,097	159,212
		- longer than 1 year but not longer than 5 years

Non-cancellable operating leases contracted for but not capitalised in the financial report for the year ended 30 June 2004.

(a) Operating Lease Commitments

NOTE 13 CAPITAL & LEASING COMMITMENTS

8 Chaucer Street
HAMPTON NSW 2303

The registered office and principal place of business is:

NOTE 12 COMPANY DETAILS

2003	\$	\$
2004	\$	\$

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

Page 17

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Cash at bank	153,816	153,825	165,375	157,414	Cash on deposit
					Position as follows:

Cash at the end of the financial year as shown
in the statement of cashflows is reconciled to
the related items in the statement of financial
position as follows:

(a) Reconciliation of Cash

NOTE 17 STATEMENT OF CASH FLOWS

\$	\$
2003	2004

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

All other financial assets and financial liabilities are not subject to interest rate risk as they are non-interest bearing.

The Company's term deposit earns interest at a rate of 4.45%.

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 INSTRUMENTS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

Page 18

(A) Company Limited by Guarantee no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

				Cash flow from operations
		57,357	88,024	
		(10,484)	17,046	Increase / (decrease) in grant funds carried forward
		16,175	27,842	
		(40,252)	(1,552)	Increase / (decrease) in trade creditors and accruals
		(33,092)	(944)	(Increase) / decrease in receivables
		18,861	16,577	(Increase) / decrease in prepayments
		21,155	302	Changes in assets and liabilities:
		19,727		(Profit) / Loss on sale of fixed assets
				Depreciation and amortisation
				Activities:
				Non-cash flows in profit from ordinary
		43,161	50,859	Profit/(loss) from ordinary activities
				(b) Reconciliation of cash flow from operations with profit from ordinary activities
		2003	2004	NOTE 17 STATEMENT OF CASH FLOWS (cont'd)

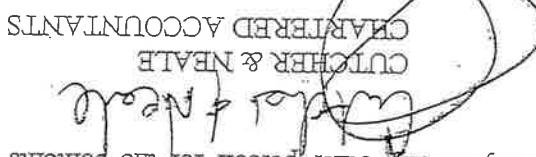
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

(A Company Limited by Guarantee and having no Share Capital)
ABN 72 002 898 759

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED

M. J. O'Connor
Partner
PwC

25 Botton Street
1st Floor
NEWCASTLE
NSW 2300



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 contents of the special purpose financial report above. We do not accept responsibility to any other person for the contents of the special purpose financial report.

To the extent permitted by law, we do not accept liability for any loss or damage which may upon them. 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 and 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 accordingly no assurance 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 constitution and are appropriate to meet the needs 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 UIC Consensus Views have been adopted in the preparation of the above detailed financial reports.

of Migrant Resource Centre of Newcastle and Hunter Region Limited for the period ended 30 June 2004.

1) Detailed Statement of Financial Performance

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:

Scope

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

Page 20

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Expenses		
Admission fees		
Advertising		
Audit and accounting fees		
Bank charges		
Catering expenses		
Charter week expenses		
Clearing		
Computer expenses		
Consulting		
Depreciation and amortisation		
Donations		
Electricity		
Fringe benefits tax		
Grant distribution		
Immigration booklets		
Interpreting fees		
Library		
Licence fees		
Loss on sale		
Photocopyer expenses		
Postage		
Printed matter		
Professional fees		
Rent		
Stationery		
Telephone		
Tolls		
Total Income		
Sundry		
Contribution to expenses		
MS direct migration		
Memberhip Fees		
Interpreting fee		
Less Capital forward to next year		
Interest received		
(44,888)		
9,440		
9,878		
136		
162		
76		
202		
1,040		
36,154		
2,935		
635		
542		
503		
1,769		
556,594		
559,368		
2004		
2003		

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004
MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED (A COMPANY LIMITED BY GUARANTEE)
ABN 72 002 898 759
Page 21

	2004	2003	Operating profit/(loss)
Office furniture	3,816	-	50,859
Office supplies	1,229	2,326	43,161
Postage	8,576	7,247	516,207
Printing and Stationery	8,481	6,737	505,735
Rent	72,428	(10,672)	17,092
Rent outgoings	16,308	13,068	228,149
Repairs and Maintenance	1,322	33,074	2,033
Security	335	530	1,165
Seminars and training	657	2,732	26,950
Subscriptions and membership	835	4,862	328
Telephone	835	2,878	330
Travel	1,363	2,878	2,033
Wages	657	2,732	216,436
Total Expenses	16,519	17,092	16,519
Workers Compensation	216,436	228,149	228,149
Wages	16,519	17,092	17,092
Operating profit/(loss)	50,859	43,161	50,859

STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2004

Page 22

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED (A COMPANY LIMITED BY GUARANTEE)
ABN 72 002 898 759