

ACN 002 898 759 ~ ABN 72 002 898 759
8 CHAUCEER STREET, HAMILTON NSW 2303
PH: (02) 4969 3399 ~ FX: (02) 4961 4997
FREECALL: 1800 813 205
EMAIL: MRCNH@MRCNH.ORG
WEB: WWW.MRCNH.ORG

Migrant Resource Centre
of Newcastle & Hunter Region Ltd

Annual Report 2002

Refugee Week
Celebrations 2002



STAFF REPORTS		
1.	-	MRC MANAGEMENT COMMITTEE AND STAFF
2.	-	AGENDA
3-5	-	MINUTES OF 16 TH ANNUAL GENERAL MEETING 2001
6	-	2001 ATTENDANCE LIST
7	-	MRC PURPOSES & OBJECTIVES
8	-	SERVICE PRINCIPLES
9	-	OVERVIEW OF THE MRC
10.	-	MRC REGION
11 - 12	-	CHARMAN'S REPORT
13 - 14	-	DIRECTOR
15 - 16	-	COMMUNITY PROJECT OFFICER
17 - 18	-	COMMUNITY SETTLEMENT SERVICES SCHEME - I RURAL SUPPORT WORKER
19-20	-	COMMUNITY SETTLEMENT SERVICES SCHEME - II WELFARE
21-22	-	PRODUCTIVE DIVERSITY IN THE WORKPLACE
23-24	-	SKILLED MIGRANT PLACEMENT PROGRAM
25-26	-	FILIPINO WELFARE PROJECT
27-28	-	FAMILIES FIRST ACCESS AND EQUIITY PROJECT
29-30	-	MULTICULTURAL FAMILY SUPPORT - FAMILIES FIRST
31-32	-	CULTURAL AGED CARE PACKAGES PROJECT
33-34	-	COMMUNITY VISITORS SCHEME
35-36	-	CENTRE'S USAGE
37-38	-	YOUTH SUPPORT STRATEGY PROJECT
39	-	CENTRE STAFF
40	-	

1. Chairperson	Henry H Chan	
2. Vice Chairperson	William Simanowsky	
3. Secretary	Alma Kizeweter	
4. Treasurer	Trudy Mills-Evers	
5. Assistant Secretary	Melanie Larsen	
6. Assistant Treasurer	Traje Trajanowski	
7. Member	Paul Mother	
8. Member	Zoran Vasiljevic	
9. Member	Ivan Klopcic	
10. Member	Sanna Young	
11. Member	Father N Zervas	
1. Department of Immigration	Ms Zaga Nagy	
2. Multicultural & Indigenous Affairs	Cr Hans Tol	
3. Newcastle City Council	Cr Chris Foteff	
4. Lake Macquarie City Council	-	
5. Department of Indigenous Affairs	-	
6. Newcastle City Council	-	
7. Deputy Director	Lulu Tamots	
8. Bookkeeper	Violetta Walsh	
9. Community Project Officer	-	
10. Program Coordinator - Productive Diversity in the Workplace	-	
11. Filipino Welfare Worker	Cathy Johnson	
12. Special Migrant Placement Officer	Petrona Kelly	
13. Family Support Worker	Devika Wijewardene	
14. Multicultural Family Worker	Christine Follett	
15. Community Visitors Program	Marcella Stuckliffe	
16. Admin Assistant - PWD & SMP	Ann Dupree	
17. Youth Worker	Autonette Gawan	
18. Community Aged Package Coordinators	Rhyall Gordon	
1. Pacific Islander Welfare Worker (Samoa)	Jamita Loli	
2. Pacific Islander Welfare Worker (Tongan)	Telesia Lolohea	
3. Hunter Ethnic Parents Association of Commodity Language Schools - Project Officer	Michael O'Sullivan	
4. Welfare Assistant (Resigned 11/10/02)	Dubravka Vasiljevic	
5. Skillmax Coordinator	Flora Meneses	

SESSIONAL STAFF:

1. Director	
2. Deputy Director	
3. Office Manager	
4. Administrative Officer	
5. Bookkeeper	Jenny Macbeth
6. Community Project Officer	Arlene Richards
7. Community Development Worker - CSSS I	Alex Burns
8. Community Welfare Worker - CSSS II	Irena Lupish
9. Families First (Access & Equity)	Miliza Torkovic
10. Program Coordinator - Productive Diversity in the Workplace	Pat Dring
11. Filipino Welfare Worker	Cathy Johnson
12. Special Migrant Placement Officer	Petrona Kelly
13. Family Support Worker	Devika Wijewardene
14. Multicultural Family Worker	Christine Follett
15. Community Visitors Program	Marcella Stuckliffe
16. Admin Assistant - PWD & SMP	Ann Dupree
17. Youth Worker	Autonette Gawan
18. Community Aged Package Coordinators	Rhyall Gordon
1. Pacific Islander Welfare Worker (Samoa)	Jamita Loli
2. Pacific Islander Welfare Worker (Tongan)	Telesia Lolohea
3. Hunter Ethnic Parents Association of Commodity Language Schools - Project Officer	Dubravka Vasiljevic
4. Welfare Assistant (Resigned 11/10/02)	Flora Meneses
5. Skillmax Coordinator	

STAFF:

1. Department of Immigration	Ms Zaga Nagy
2. Multicultural & Indigenous Affairs	Cr Hans Tol
3. Newcastle City Council	Cr Chris Foteff
4. Lake Macquarie City Council	
5. Department of Indigenous Affairs	
6. Newcastle City Council	
7. Deputy Director	Lulu Tamots
8. Bookkeeper	Violetta Walsh
9. Community Project Officer	
10. Program Coordinator - Productive Diversity in the Workplace	
11. Filipino Welfare Worker	
12. Special Migrant Placement Officer	
13. Family Support Worker	
14. Multicultural Family Worker	
15. Community Visitors Program	
16. Admin Assistant - PWD & SMP	
17. Youth Worker	
18. Community Aged Package Coordinators	

COOPTED MEMBERS:

1. Chairperson	Henry H Chan
2. Vice Chairperson	William Simanowsky
3. Secretary	Alma Kizeweter
4. Treasurer	Trudy Mills-Evers
5. Assistant Secretary	Melanie Larsen
6. Assistant Treasurer	Traje Trajanowski
7. Member	Paul Mother
8. Member	Zoran Vasiljevic
9. Member	Ivan Klopcic
10. Member	Sanna Young
11. Member	Father N Zervas
1. Department of Immigration	Ms Zaga Nagy
2. Multicultural & Indigenous Affairs	Cr Hans Tol
3. Newcastle City Council	Cr Chris Foteff
4. Lake Macquarie City Council	
5. Department of Indigenous Affairs	
6. Newcastle City Council	
7. Deputy Director	Lulu Tamots
8. Bookkeeper	Violetta Walsh
9. Community Project Officer	
10. Program Coordinator - Productive Diversity in the Workplace	
11. Filipino Welfare Worker	
12. Special Migrant Placement Officer	
13. Family Support Worker	
14. Multicultural Family Worker	
15. Community Visitors Program	
16. Admin Assistant - PWD & SMP	
17. Youth Worker	
18. Community Aged Package Coordinators	

1. OPENING AND WELCOME BY CHAIRMAN,
MR HENRY CHAN

AGENDA OF THE 17TH ANNUAL GENERAL MEETING OF THE
MIGRANT RESOURCE CENTRE TO BE HELD ON WEDNESDAY 20TH
NOVEMBER 2002 AT 8 CHAUCEER STREET, HAMILTON AT 11.A.M.

Phone: (02) 4969 3399
Fax: (02) 4961 4997
Free Call: 1800 813 205
A.C.N. 002 898 759
8 Chaucer Street,
Hamilton, N.S.W. 2303

Website: www.mrcnch.org
Email: mrcnch@mrcnch.org

MIGRANT RESOURCE CENTRE
of Newcastle and the Hunter Region Limited

- (i) **Chairperson's Report - Report** - Report tabled and accepted as read. Thanks staff who were involved in putting together the annual reports. He thanked Violetta and staff for their hard work and also the committee members for their dedication and time. Congratulated Rena Lupiš for her efforts and hard work as Chairperson of Refugee Committee.
- (ii) **V Walsh - Coordinator**: Report tabled and accepted as read: A joint community relations exercise with the Lord Mayor of Newcastle and Muslim Community was very successful.
- (iii) **I Lupiš - CPO**: Report tabled and accepted as read. Secured a further 12 months of funding with the IAAAS to assist clients with migration needs. Violletta added that Rena has been working extra hard with organisations of events related to the Centre's activities.
- (iv) **Miza T orlakovic - Community Settlement Services II**: Report tabled and accepted as read.
- (v) **P Dring - Humanitarian Entertainer Worker - Welfare**: Report tabled and accepted as read. Roof leaks at the Refugee Houses have stopped after 3 days of continuous rain. Still keeping fingers crossed.
- (vi) **Christine Follett - SMPo** : Report tabled and accepted as read. SMPo Package for funding has not been released. Some changes are to occur with this program.
- (vii) **M Stcliffe - Family Welfare Support Worker** - Report tabled and accepted as read. Added that service delivery has increased by 4%.

6. PRESENTATION OF REPORTS

- i. **BUSINESS ARISING:**
Violetta stated that HEW project is extended until 31/3/02. The project was rolled on until August 2001 - Pat Dring's services have been maintained on a monthly basis. After farewelling Mary Bramble we welcome Christine Follett as our SMPo worker.
- ii. The last management committee were given authority to appoint new Auditors.
- iii. Proposer: Zoran Vasiljevic
Seconder: Fr N Zervas
Lohoea
2. **APOLOGIES:** Councillor Tol, Zaga Nagy (DIMIA), Peter Logan (DIMIA), Teleisia
1. H Chan welcomed everyone present on behalf of the MRC management committee.

PRESIDENT: As per list attached

MINUTES OF THE 16th ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION LTD, HELD AT THE MRC PREMISES ON WEDNESDAY 21ST NOVEMBER 2001 AT 5.30PM

- (viii) P Kelly - Filipino Welfare Support Worker - Report tabbed and accepted as read.
- (ix) C Johnston - Rural Information Officer - Report tabbed and accepted as read. She has enjoyed the challenge of the last 12 months and thanked everyone for the support.
- (x) A Dupree - Community Volunteer Scheme - Report tabbed and accepted as read. Very grateful to Alex Burns for his support. The Department's offer of growth funds for more visitors welcomed. Alina Kizewetter has been visiting 2 clients at Maximilian Kolbe.
- (xi) Community Aged Care Package - Sue Hristov - Report tabbed and accepted as read. Thanked Violetta and Alex for applying for this funding - very busy with clients since its start.
7. FINANCIAL REPORTS: Arlene Richards (Centre's Bookkeeper) presented reports and commented that the Centre is the best place of employment.
8. APPOINTMENT OF COMPANY AUDITORS:
- | | | | |
|--|-------------------|-----------|-------------|
| Proposer: | Zoran Vassiljevic | Seconder: | Sania Young |
| KPMG undertake this year's annual reporting until the handover to the new Auditors. | | | |
| great asset to have in the Centre. MRC is very healthy financially. We are still required to have Trudy Mills-Evers complimented management of MRC and Violetta for employing Arlene - | | | |
| (xi) Proposed by the outgoing committee that a local firm Cutcher & Neal be appointed as the Centre's new Auditor for the coming year. | | | |
| (xii) Cutcher and Neal duly appointed. | | | |

9. Election of the MRC management. (11 nominations for 11 positions).

The 11 nominees were duly elected as the 2002 management committee.

10. **GENERAL BUSINESS:**
 - (i) B Simanowsky extended congratulations to hard working staff of the Centre.
 - (ii) Trudy Mills-Evers complimented staff of MRC for their professionalism.
 - (iii) Walsh outlined proposals from DIMA to improve client access to immigration services by directly linking a customer hotline to DIMA Parhamatta, and offering immediate access for clients to download forms.
11. **GUEST SPEAKER - Mr Allan Morris - Retiring Federal Member for Newcastle spoke.**
 - Mrs Leata Loh (SPICE) then entertained the members and farewelled Mr Morris at 6.25pm. Supper followed.
12. **MEETING ENDED AT 6.25PM. NEXT ANNUAL GENERAL MEETING TO BE HELD ON WEDNESDAY 20TH NOVEMBER 2002 AT 11.00AM.**

1.	H Chan	Chinese Community	2.	B Smirnovsky	Ukrainian Community	3.	A Kizeweter	Polish Community	4.	M Sutcliffe	MRC
9.	Paul Mother	MRC	10.	Michael O'Sullivan	MRC/HEPTACLS	11.	A Gawn	MRC	12.	Sue Hirstov	MRC
13.	L Tantos	MRC	14.	Jiune Zhang	Chinese Community	15.	V Walsh	MRC	16.	T Otto	MRC/Tongan
17.	A Burns	MRC	18.	P Dring	MRC	19.	Cathy Johnstone	MRC	20.	P Kelly	MRC/Philippines
21.	Christine Follett	MRC	22.	V Lupish	Russian Community	23.	I Lupish	MRC/Russian	24.	A Dupree	Dutch Community
25.	A Dimovski	Macedonian	26.	Dubravka Vasilijevic	Bosnian	27.	T Mills-Evers	Migrant Health Unit	28.	M Todd	Macedonian
29.	Lorraine Norton	Migrant Health Unit	30.	Arlene Richards	MRC	31.	Mary Griffin	Samoan Community	32.	Juanita Loli	Samoan Community
33.	Ilia Myszczyn	Russian Community	34.	Kay Tally	Newcastle City Council	35.	Gak Soo Lee	Korean Community	36.	Shipom Dwyer	Thai Community
37.	Traje Trajanovski	Macedonian Com	38.	Mr Alan Morris	Federal Member for Newcastle - Retiring	39.	Chris	Greek/Macedonian	40.	Irina Ramshmen	Russian Community
					Papadopoulos						

MEMBERS IN ATTENDANCE OF THE MRC ANNUAL GENERAL MEETING HELD ON 21/11/01

- To promote an environment of mutual understanding between the mainstream and ethnic communities.
- To provide outreach services to people of non-English Speaking Background residing in isolated and rural areas.
- 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 Outreach locations identified by the Rural Strategy of the Department of Immigration and Multicultural Affairs, being the North, North West, and Central West of NSW.
- The MRC of Newcastle and Hunter Region Ltd is a community based not for profit organization, which has operated in the Newcastle area since its establishment by the Federal Government in 1981.

PURPOSES

MIGRANT RESOURCE CENTRE

Date 21/6/2002
 Date 21/6/2002
 Gary Hardgrave
 Minister for Citizenship and Multicultural Affairs
 Newcastle and Hunter Region Migration
 Chairperson of the Newcastle and Hunter Region Migration
 Resource Centre
 Newcastle and Hunter Region Migration
 Resource Centre
 (ACN) (Vic)

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

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

3. Needs of migrants should, in general, be met by programs and services available to the whole community but specialist services and programs may be necessary to ensure equality of access and provision; and

2. Every person should be able to maintain his or her culture without prejudice or disadvantage and should be encouraged to understand and embrace other cultures;

1. Newly arrived migrants must have equal opportunity to realise their full potential and must have access to appropriate programs and services;

This is supported by the Newcastle and Hunter Migrant Resource Centre. The Minister and the Newcastle and Hunter Migrant Resource Centre endorse the following principles, which must guide the provision of quality programs and services:

Service Agencies provide the highest quality service, and maintain a focus on client needs.
 The Hon Gary Hardgrave MP, Minister for Citizenship and Multicultural Affairs, is committed to ensuring that Migrant Resource Centres/Migrant

Service Principles

Individual Citizenship	Email enquiries	Occasions of Service	Phone Consultations and enquiries	No. of Group Sessions	No. of meetings	No. of workshops	Ceremonies
4104	2500	11637	15658	324	4302	1983	5

Please see individual reports for more detail.

Total Centre output for 2002

DIMIA PLOT Program260
1250EPA
Tax Help**Client Statistics by Program area**

Egypt	Lithuania	Serbia
El Salvador	Lebanon	Scotland
England	Latvia	Samoan
East Timor	Kuwait	Russia
Dominican Republic	Korea	Romania
Czech Republic	Kenya	The Philippines
Cyprus	Kazakhstan	Portugal
Croatia	Jordan	Ukraine
Costa Rica	Japan	Turkey
Colombia	Jordan	Ukraine
China	Italy	Tonga
Chile	Iran	Papua New Guinea
Camada	Ireland	Thailand
Brazil	India	Taiwan
Bosnia	Hungary	Pakistan
Botswana	Hong Kong	New Zealand
Belgium	Honduras	Norway
Bangladesh	Greece	Panama
Argentina	Germany	Nigeria
Australia	Finland	Peru
Albania	Fiji	Poland
		Portugal
		Prussia
		Russia
		Samoa
		Serbia
		Singapore
		Slovenia
		South Africa
		Spain
		Sweden
		Tahiti
		Tonga
		Turkey
		Ukraine
		Uzbekistan
		Vietnam
		Yemen

Clients by Ethnic Background:**Community Relations Commission for a Multicultural NSW (till May 2002)**

Casino Benefit Fund, NSW Dept of Gaming and Racing

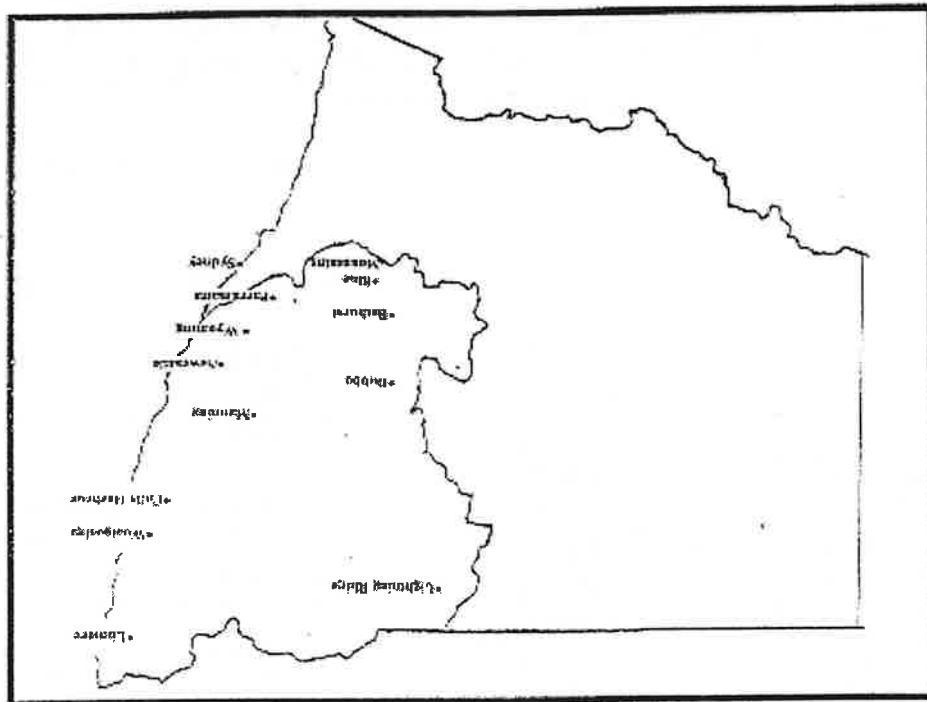
Department of Health and Ageing

NSW Department of Education and Training

NSW Department of Community Services

Department of Immigration Multicultural and Indigenous Affairs

Funded Partnerships throughout 2002**OVERVIEW OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION**



RURAL STRATEGY AREA



HUNTER AREA

OUR REGIONS

I wish we could say that they magically disappear after the first five years of settlement. Some of the negative impacts of migration on the individual can continue into successive generations.

In short we see and deal with the whole gamut of settlement needs, those that we can directly address and those that we can influence, in partnership with our colleagues in the mainstream government and non government sectors.

On that score, we can only express again our sympathy for a community which must feel under siege, and reiterate that the horrendous activities of the far-right few must not be seen to reflect on the vast majority of peace loving, law abiding Australian Muslims.

We are also witnessing, with a sense of dismay, the weakening of the positive community relationships we have tried so hard to foster in our area. The fall out of the events of last year, which were such a test of community tolerance and maturity has not diminished, and has now been fuelled by the Bali tragedy.

Those older migrants who are the casualties of economic downturn. We see the disintegration of long established community structures because of the demise of leaders, but we also see the fragility of the young families from Sudan, we have the equally urgent requirements of the frail aged of our settlement issues. Alongside the pressing settlement needs of our most recent refugees arrivals, it presents a kaleidoscope of ethnicity and an ever changing, always challenging profile of our migrant population is not static. It may be small in contrast with the metropolitan areas, but we see the hope and expectation of our new skilled newcomers as well as the silent grief of more established communities.

It is useful and necessary for us to evaluate what we do and how well we are doing it, and how we can do it better: who we assist and why: who is missing out, and what is missing. Now the very notion of a service review is apt to bring paranoias to the surface and sometimes with very good reason! We are all too familiar with the scenario of the decision making first, and the review as the post script.

But in this Review, I have every confidence that we have little to fear. And perhaps there is no better time for the Minister's visit than now, during this period of review of settlement services for migrants and Humanitarian Program Entrants.

It is our great pleasure to welcome the Honorable Gary Hardgrave MP Minister for Citizenship and Multicultural Affairs as our special guest on the occasion of our Annual General Meeting, to meet with some of our community representatives, and observe first hand the energy and dynamism of our regional Centre with its proud record of 20 years of service delivery to successive waves of migrants, refugees and Humanitarian Program Entrants to our area.



We have responded to the Review comprehensively, noted our concerns, made our recommendations and also blown our own trumpet a little, something we don't do often or well enough. Some of you may recall Minister Ruddock's comment during his visit to us last year that this was "one of the best Migrant Resource Centres in Australia."

There are service delivery models here, innovative and responsive practices that ought to be shared, like our Refugee Houses, like our Productive Diversity Program, like the Rural Strategy as Tweed Heads, and as far west as Orange and as truly isolated as Lighting Ridge.

My Committee and I are proud to be part of this amazing service and proud of the teamwork and cooperation for which the Centre is renowned. Our thanks go to the continuing support of our clients, colleagues and of course our funding bodies.

Henry Chan

As this busy, challenging, troubling year nears its end, I want to express my personal appreciation to our wonderful Committee who have shown leadership, support and commitment to their role of managing the Centre. To my fellow staff - we have survived!

Rhylall, who has been such an effective advocate for ethnic youth, and we have finally and most reluctantly farewelled Pat Dingle who excelled in everything she ever did in this Centre, from employment assistance, to humanitarian effort to the development of wonderful resources for this Centre and all human services in our area.

As in every year there have been staff movements; due to other opportunities arising or to project completion. Dubravka Vasiljevic our valuable long time welfare assistant has moved to work in the multicultural health and disability area, (Congratulations!), we lose our wonderful project completion. Dubravka Vasiljevic our valuable long time welfare assistant has moved to As in every year there have been staff movements; due to other opportunities arising or to

As in every year, we have been successful in attracting some one-off funding for projects to expand our core settlement work - the first supporting young NESB people with drug and alcohol education, courtesy of the NSW Casino Benefit Fund, and the second developing an access and equity resource kit for Services funded by the Department of Community Services. But there was also success in gaining what we call the holy grail in funded programs, the gained an additional 8 CACP packages from the Department of Health and Age Care. Families First CALD Family worker project, full time AND recently, we have also

effectiveness as a partner in the Government's aims to facilitate migrant settlement in regional and rural areas. Of course the Review came something as an unexpected surprise in the last few months of the year, and caused a degree of anxiety, but in truth I am philosophical about such things, having survived 5 or 6 in the last 2 decades.

Settlement Services that we have had to respond to in the last few weeks and its range and scope has even surprised us. We hope it will be taken on board by those who are assessing our

It has been useful for us to stock take this side of our work in the context of the Review of which these days has acquired importance and sensitivity for decision makers.

They also provide us with local insight that is so important to the National Integrated Settlement Strategy, all the more important since it brings the strategic regional and rural perspective,

ensure that access and equity remains a top priority in their service delivery.

All these involvements afford an excellent opportunity for us to promote the needs of our

- Committee
- Newcastle Disaster Fund
- Hunter Water
- Schools
- NSW Community Languages Board
- Hunter Ethnic Agencies Network
- Northern Command Police
- NSW Transcultural Aboriginal Age Care Service
- Executive Consultative Committee
- Reference Group
- FONGA
- North Coast Network
- Central Coast Network
- Ageing, Disability and Home Care
- State Reference Group for Dept of Committtee
- Hunter NESB Disability Network
- Numerous Local Government
- Social Planning Committees

Austcare Refugee Week – was celebrated during the week 6th – 13th October. A function was held at the Migrant Resource Centre on the 9th October. We greeted our newest refugee group – Sudanese. Over 50 people attended the morning and it was enjoyed by all.

Country of Origin	Occasions of service	Face to face & telephone
Bosnia	13	
Thailand	15	
Samoa	16	
Poland	26	
England	32	
Philippines	50	
Macedonians	54	
Chinese	148	
Australia	152	
Russia	279	
(face to face & telephone)		
Total	606	1484

Fig. 2 – Clients come from 63 different countries with the top 10 being:

Agent	Face to Face consultations	Phone Consultations	Total
L.Tanios	239	593	891
LLupish	367	367	734
Total	606	1484	2090

Fig. 1 – provision of service to clients by Migration Agents at the MRC

Immigration Information and Advice Service
A total of 606 face to face consultations have been conducted by Lulu Tanios and myself during the year. Our records show 1484 telephone consultations made and 59 e-mail enquiries covered 30 different types of visas – with Spouse, Skilled Independent and Business being 40% of our case work. We also advocate on behalf of our client before the Tribunals and the Minister of Immigration, it is not surprising, since immigration trends affect not only individuals but also service providers.

Immigration policies and related issues are always popular topics during the cross-cultural training, it is not surprising, since immigration tends affect not only individuals but also service providers.

Immigration, please refer to Fig. 1 and Fig. 2 for details. Many of our cases are very complex and answered. Our records show 1484 telephone consultations made and 59 e-mail enquiries covered 30 different types of visas – with Spouse, Skilled Independent and Business being 40% of our case work. We also advocate on behalf of our client before the Tribunals and the Minister of Immigration, it is not surprising, since immigration trends affect not only individuals but also service providers.

SERVICE DELIVERY

This project continues to provide services to our client group, covering a large geographic area, stretching from Central Coast and the Hunter to North Coast. Our clients come from 63 different countries with very diverse and at times, very complex immigration problems. We also provide support and advice to government and non-government agencies as well as general and ethnic communities.



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

COMMUNITY PROJECT OFFICER – 2002 ANNUAL REPORT

Trina Lupish - Community Project Officer.

I would like to take this opportunity to thank the staff and the Management committee for their support throughout the year.

Agent.

Succesfully completed International Computer Drivers License
Succesfully completed International Computer Drivers License
Personal Achievements during 2002

Attended staff and management committee meetings.
Provided Clerical support to this project.
Regularly attended Lake Macquarie Interagency
Facilitated Migrant Interagency meetings
Facilitated Hunter Refugee Network
Other Involvements during 2002

Diaspora Welfare Committee
Kobe House Advisory group
Austcare Refugee State Committee
Department of Community Services
Department of Housing
Violence Against Women project
Family First Project
Centelink
Department of Education and Training
This project supported the following:

Support of Government & non-Government Agencies

SERVICE AND COMMUNITY DEVELOPMENT

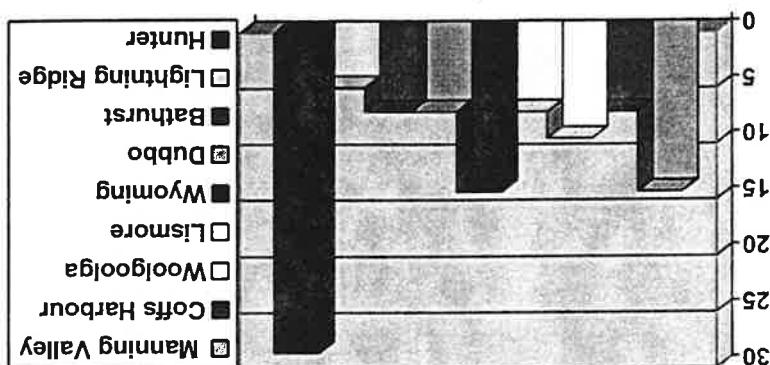
One was to provide Immigration Advice and assistance, and the other was to encourage communities to participate in Refugee week. We have visited Wingham, Foster, Tuncurry, Port Macquarie, Nambucca, Coffs Harbour, Grafton, Ballina, Lismore. In total I have met with 21 clients who needed Migration advice, had 11 meetings with individuals and/or groups and have attended North Coast Multicultural Network meeting.

Cross-Cultural Training - was provided by me to the Language students of the University of Newcastle, TAFE welfare students and Foster Care forum.

We also supported functions on the North Coast - Foster-Tuncurry, Lismore, Nambucca and Port Macquarie.

The general outcomes for the projects included: Assistance with completing First Milestone, examined and resolved issues around management of projects; supported project with local cultural awareness training; clarified awareness on refugee program versus asylum seekers; and assisted with the various Migrant/multicultural interagencies in each area.

Figure 1: Level of Support to the Rural Based CSSS projects



Direct services to Rural Based CSSS projects followed a number of approaches including face to face visits phone support and email. While distance and costs limit the number of face to face visits the use of other strategies have supported this approach, the most important being the use of IT (email) and support through localised training and network development, especially via migrant or multicultural interagencies. Figure 1 indicates the level of support provided to the Rural Based CSSS projects, especially through Face to Face contact. In addition all the projects were involved in a 3-day conference for rural workers held in May, and much of the preparation and management of this conference was undertaken by the MRC rural support worker.

Face to Face Services with Clients	Telephone Services	Group Work	144 group participants 1746 group sessions - number of
144	831		

Table 1 Services Provided

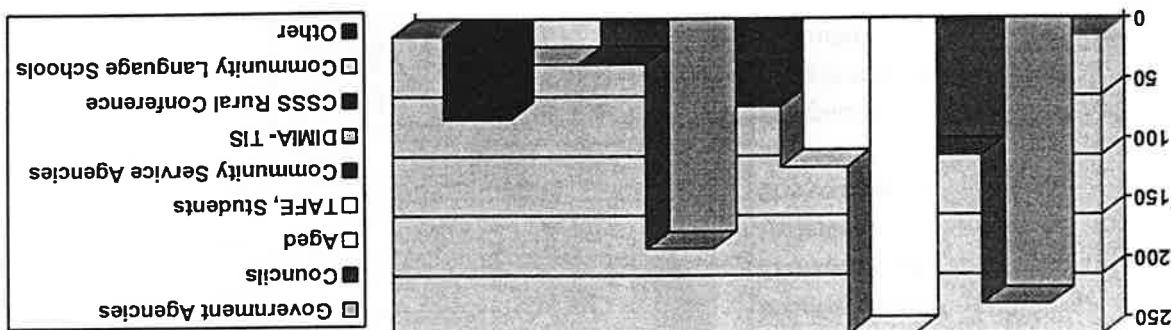
2002 has been a very busy year with a great number of outcomes for Indigenous Affairs (DIMIA's) rural strategy. This strategy has required NSW office of the department of Immigration and Multicultural and Indigenous Affairs. The main focus of this project has been to support the planning which impacts on the provision of services to migrants and refugees in regional and rural NSW. A brief summary of the project is covered in Table 1 on general services. Many of the group humanitarians involved many diverse background people from countries like the Philippines, Sweden, Bosnia, Switzerland, Lithuania, Egypt, Kazakhstan, Kuwait, China, The Netherlands, Italy, Serbia, Croatia, Papua, Macedonia, Greece, India, South Africa and so on with general settlement issues being of most concern followed by aged issues and employment.



(Funded by the Department of Migration & Multicultural and Indigenous Affairs)

Alex Burns

Figure 3: Training Support for Services on working with migrants

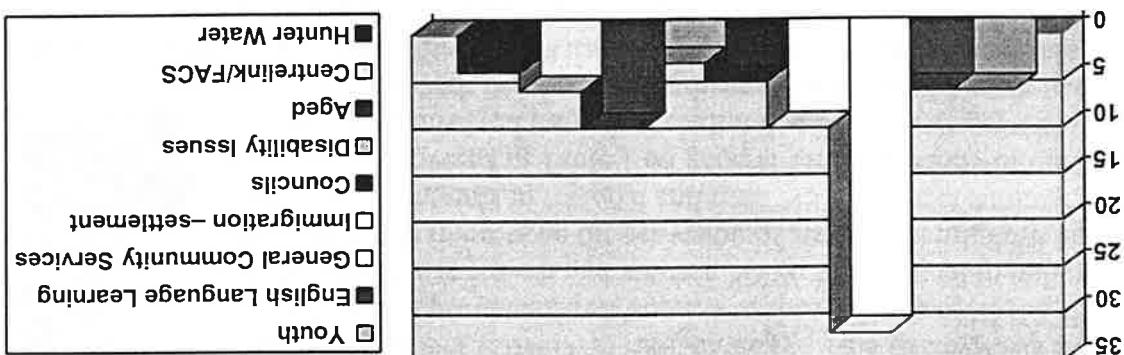


The final area of work to which this project has addressed itself over the year has been in the provision or facilitation of training on areas such as the development of cultural skills in helping services work with migrants, especially in regional areas, management skills for community language schools, information on services from the Migrant Resource Centre, information on the history of migration and settlement communities. Several papers were presented including one to the CSSS rural conference and one to the 2002 NSW Alzheimer's conference. This is shown in Figure 3.

Facilitating and Promoting Training

Interpreting services, and Regional supplemental units to On arrival information. Settlement Services; Migrants in rural and Regional Areas with Alzheimer's Disease; Regional Council Social Plans; Expos on migrant services; CRC green paper; DIMIA Review of Cessnock, Singleton and Merriwa Councils. The issues addressed included: Issues Lismore, Cessnock, Singleton and Merriwa Councils. The issues addressed included: Issues affecting Rural Migrant Youth; delivery of AMEP in rural areas; School support services; Hunter Migrant Health Service, Coalition of Settlement Services of NSW, and Wallgett, FACS, the AMES AMEP consortium, DADHC, CRC, the Alzheimer's Association of NSW, with different agencies. Some of those agencies involved were DIMIA, DCS, Centreflink, undertaken to identify and address service issues through policy and planning in partnership with different agencies. Through this work gaps in services have been identified and issues affecting migrants living in rural areas have been raised and addressed by appropriate agencies. Figure 2 indicates the work a number of Commonwealth, State, local government and community sector committees.

Figure 2: Policy and Planning for migrant services



An important part of the work of the rural support worker has involved participation and input to Planning and Policy Development. Through this work gaps in services have been identified and issues affecting migrants living in rural areas have been raised and addressed by appropriate agencies. Figure 2 indicates the work a number of Commonwealth, State, local government and community sector committees.

area

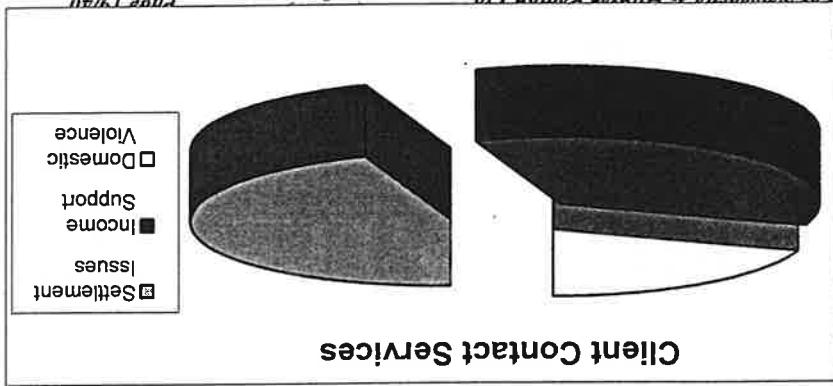


Figure 2.

Figure 2 shows the breakdown of the three major concerns. 25% Settlement Services, then "Income Support" 20% followed by "Domestic Violence" 11%. Other issues that CSS services addressed are: material assistance, learning English, youth

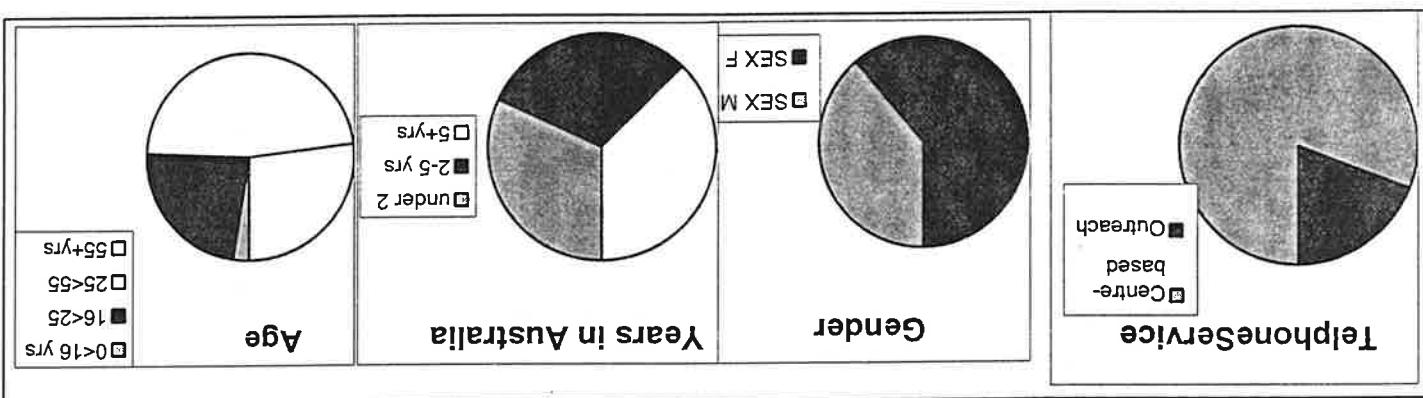


Figure 1.

63% out of total client group were women. The greatest number of clients were those aged between 25-55. They comprised 52% of the total. Other significant group were Hunterian between 25-55. They comprised 52% of the total. Other significant group were Hunterian entrants 49%. Centre-based telephone consultation reached 897 occasions of services, with 212 phone consultation were provided as an outreach service. This is shown below in Figure 1.

Country of Birth/ Ethnic Group	Female	Male	Years in Australia	Age	Client Characteristics						
					Human Firstran Client	Total Number of Clients	Client Number of Clients	Firstran Client	Total Number of Clients	Human Firstran Client	
29	234	137	76	119	176	17	81	199	74	187	83
					16<25	25<55	55+	years	time	clients	371

Table 1: Client Services

Table 1 shows that I have provided Face to face services to 371 clients from 29 different backgrounds. These services are provided both from the MRC Newcastle and the three outreach locations.



This year DMLA provided us with revised version of guidelines for reporting our client Services Statistics. It requires us to enter client information once annually, even though we may continue to assist this client with face-to-face services.

(Funded by Department of Immigration and Multicultural Affairs)

Group Work

Throughout this period I have maintained contacts with existing groups in the target areas making sure to encourage their independence.

However, all the groups have a great information needs. They require continual updates of information on service providers particularly where are the changes in Government Legislation.

Since last year more than 200 clients attended 14 Information sessions organized for the specific support groups and these include: Health, Youth issues, Settlement information, Doh, Mental Health, and other.

At the beginning of this year 9 new arrivals mainly humanitarian entrants formed a support group at Singleton. In partnership with Singleton Neighbourhood Centre a six weeks Citizenship course was organised which members of the group completed successfully.

The Bosnian group is now operating independently and support was provided by facilitating two Health Information Sessions organised in partnership with Migrant Health and Cancer Council. Although the outreach casework is still developing especially in Cessnock the new group has been established and now meet in Cessnock Samaritans Neighbourhood Centre on a monthly basis.

TIS interpreter has been used in 12 occasions for Vietnamese, Cantonese, Russian, Arabic and Urdu language. Outreach services to clients are currently provided regularly from 3 different venues around Hunter: at Raymond Terrace Neighbourhood Centre every Thursday and every alternate Friday at Singleton and Cessnock.

Particular work involved in Cultural Awareness training with Level 3 CSS worker for local community services at Newcastle, Singleton, Muswellbrook, Port Stephens to support Outreach work and improve MRC profile.

Together with other MRC caseworkers the list of client issues such as Priority Housing, urgent repairs, threat letter, relocations re-housing, and lack of communication was developed and have been presented to DOH as part of Cultural Awareness Training.

During the last year I attended 2 Singleton, 1 Scone, 1 Merriwa, 1 Mudgee, 3 Cessnock, 3 Port Stephens and 1 Muswellbrook interagencies. Main issues raised was a need for the Cultural Awareness Training, and issues around targeting migrant migrant in Social Plan with Port Stephens, Singletown, Cessnock and Merriwa Councils.

I also attended 3 Centreflink forums, 2 Docs CALD Regional Advisory Committee and 4 Hunter Refugee Support Network meetings.

Finally I am Convener for the Hunter Rural Multicultural Workers Network. This brings workers responsible for migrant services in the Hunter Rural area together to share the information and raise issues affecting the delivery of services to the migrant community in that area.

Cathy Johnston, Program Coordinator.

From October 2002, the program has been very capably managed by Julie Tantos, Deputy Director/Migration Agent with the Migrant Resource Centre. Many thanks to her for the smooth transition and excellent maintenance on the program, and many thanks to all the staff who create such a wonderful working environment.

Attended regional Diversity Works conference in Albury with key note speakers on successful diversity management practices from Uncle Ben's Australia and BTR Hunter.

MRC and this program listed as resources on 2 reference guides to business in the areas; Newcastle, Lake Macquarie, Coffs Harbour and Bathurst. The Central Coast will be completed by end 2002 and the results will be processed in 2003.

Diversity Management survey distributed to 60 businesses in each of the following areas; Newcastle, Lake Macquarie, Coffs Harbour and Bathurst. The Central Coast will their services to migrant businesses owners in Lake Macquarie region.

Advertisement for "WorkCover" positions channelled through this Centre/SMPD clients. NSW.

Newspaper registered with the National Library of Australia and the State Library of NSW.

PDWPs website listed under major search engines - Google and Yahoo. business.

Department has withdrawn from this program as it is no longer part of their core use of productive diversity skills is to be released in November 2002. The Premier's "Diversity Works" newsletter distributed to all attendees. The AMES video on the Sydney Productive Diversity Network - a meeting was held in February, with copies of the "Diversity Works" newsletter distributed to people involved with migrant employment and business - 4 guests went from the Central Coast in 2001.

Awards night in November. These are distributed to people involved with migrant The Community Relations Commission continues to supply 4 free tickets to its Gala added to the PDWP webpage.

Network areas. Some stories have been promoted in the newsletter, others have been collected in rural and regional "Good News" stories from the four Productive Diversity

Annie Gawn.



and excellent administrative assistance has been provided since by The program assistant left for another position at the end of 2001. "Works" has been produced in November, February, April and July. been held in most regions while the regular newsletter "Diversity below. Quarterly Productive Diversity Network meetings have processes have progressed with some key results achieved listed rising, knowledge and skills training, and implementation commenced in September 2001. The key strategies of awareness - completed its first full year, since the full time program

Funded by Department of Education & Training
1 November 2001 - 31 October 2002

MONTH	TOPIC	TARGET AUDIENCE	NOS.	LOCATION
February	Diversity @ Work	Business and Employers	35	Coffs Harbour
March	Diverse job seekers	Job Network Members	25	Central Coast
March	Diverse job seekers	Childcare workers	8	Newcastle
April	"My Business is Your Business"	Hunter Chamber Members	60	Newcastle
April	"Diversity @ Work"	Central Coast Chamber	10	Gosford
April	Networking/manage ment for Case	WUE Regional Managers	10	Newcastle
April	Networking/manage	of Commerce		
May	Training for Workers	Program Officers	12	MRC
May	Network meeting	Small Business Action	8	Pokolbin
June	Skills and qualification of migrants	Employment Officers	35	Gosford
June	Network meeting	Overseas qualified professionals	6	Gosford
June	Productive Diversity	Small Business Action	10	Sccone
June	Productive Diversity	Group		
June	Network meeting	Overseas qualified professionals	9	Gosford
June	Skills and qualification of migrants	Employment Officers	35	Gosford
July	PDN Meeting	Overseas qualified professionals	26	Coffs Harbour
July	PDN meeting	Overseas qualified professionals	12	Orange
July	Productive Diversity	Mature Workers officers	15	MRC
August	Productive Diversity	Mid North Coast	10	Forsster
August	Productive Diversity	Workers		
August	Newcastle Club	Newcastle Business Chamber	45	Newcastle
September	Overseas qualifications	Migrant jobseekers	5	Central Coast
September	Diversity @ work	Migrant jobseekers	12	Woolgoolga
September	Diversity @ work	Local business people	11	Coffs Harbour
September	Diversity @ work	Co-hosted by Bathurst	12	Gosford
October	Diversity @ work	Chamber of Commerce members	15	Bathurst

About thirty work experience placements have been sustained for 140 hours to enable them to become outcomes for the SMPF Program. The cooperation between SMPF and Skillmax has been largely responsible for these results. It is common goal of both programs to find unpaid work experience for clients, once again underscoring the value of Skillmax run on

CLIENT WORK EXPERIENCE

Skillmax once again was the highlight of the year with three courses running continuously over the twelve-month period. Skillmax provides effective job seeking and communication skills and Australian workplace culture training for clients with overseas qualifications or experience. It has been very gratifying for MRC staff to observe and interact with the participants over the year. The interaction and bonding between the participants themselves, all from different nationalities, has also contributed to their growth and self-confidence. It is hoped to keep Skillmax running continuously, despite problems with recruitment at times, to maintain the commitment of AMES with provision of the teacher and supplementary resources. The upstairs room at the MRC is now fully converted to an operational job seeking classroom with four computers and a dedicated phone line. It is seen that a continuous program of Skillmax courses at the MRC adds a great deal of value to the SMP Program.

CLIENT TRAINING

A highlight in 2002 was the establishment of meaningful contact and networking with West's Leagues and Phoenix Sports Club, traditionally seen by recruitment agencies as difficult to gain employment outcomes. Five clients have gained employment there in the latter half of the year, being seen as able to fit in to the famous 'West's' image.

The guidelines were expanded this year to include migrants who have been in Australia over five years. Outcome eligibility was also widened to include any paid employment a client might obtain from job seeking efforts as long as the job fits the criteria for full-time and part-time employment and is relevant to their overseas skills. In previous years, the guidelines had been interpreted that outcomes could only follow from employment directly arranged by SMPD. This had ignored efforts to train jobseekers in job search training and prepare for job readiness. The interpretation of the guidelines this year has meant a true reflection of efforts by SMPD to prepare clients for the labour market. As a result, employment outcomes have more than doubled the number from last year.

CLIENT EMPLOYMENT

Clients achieving full-time employment	28
Clients achieving temporary or part-time employment	28
Clients placed in work experience	30
Clients enrolled in training	50
New clients registered	85
Clients assisted with overseas qualifications	47



Key Performance Indicators Dec 2000 - Nov 2001

CHRISTINE FOLLETT

The Office of the Director of Equal Opportunity in Public Employment has coordinated some designated vacancies for apprentices in the NSW Ambulance Service and Fire Brigade through the Migrant Career Development Program. One Newcastle client has been successful in the course.

SMPD has regularly supported breakfast functions and facilitated good news stories and contacts for the Productive Diversity Program located at MRC.

I attended Businessman's Club luncheon together with other staff from the MRC in August. An address on cultural diversity by a representative from DIMIA was the main feature and the occasion enabled some valuable networking to take place.

DET training courses, all of these occurring in Sydney. There have been some very interesting speakers at the SMPF Forum including project officers from Australian Medical Association and Institute of Engineers. Relevant information for pathways to employment for health professionals in 'areas of need' was very well received and a forum for engineers was organised for December in Erskineville.

Regular attendance at monthly SMPD and MET forums, SMPD/DET meetings and DET training courses, all of these occurring in Sydney. There have been some very interesting speakers at the SMPF Forum including project officers from Australian Medical Association and Institute of Engineers. Relevant information for pathways to employment for health professionals in 'areas of need' was very well received and a forum for engineers was organised for December in Erskineville.

I have also had regular contact and discussions with Denise Hodgson, the MSO at Centrelink. Regular contact has also taken place between the TAFE College and other training institutions. Five clients commenced an ABMP computer course through the Multicultural Education Unit at TAFE. New referral procedures with Centrelink caused many problems for clients. Procedures can hopefully be streamlined to assist clients to access to this program.

Links with many job Network members and private employment agencies have been maintained over the year. Many clients have been referred to jobs advertised on the job Network's Australian job search available on the Internet.

The highlight of 2002 has been the monthly outreach service of the SMPD at Toukley Neighbourhood Centre and Kumi Kumi Community Centre. The sessions have concentrated on job search skills including resume writing, ad analyses, and application and interview skills. Kumi Kumi Community Centre also has a fully equipped training room, so some basic computer training was conducted by SMPD Assistant, Anne Gawn.

In some cases, this work experience has resulted in paid work for clients. The highlight of the year in this regard has been the relationship built with the Centre for Clinical Epidemiology and Biostatistics. Two graduate statisticians were placed there for work experience, both eventually obtaining full-time employment.

Work experience also exposes clients to an experience of workplace culture and local practices in their fields of expertise, giving them much needed local Australian experience and referees that they can add to their resumes.

LINKS WITH COMMUNITY, GOVERNMENT AND BUSINESS ORGANISATIONS

Presenting Problems/Issues	Face to Face	Telephone	Number of Instances
Immigration and Citizenship	126	91	138
Income Support & Finances	96	49	126
Employment	44	57	78
Education & Training	26	18	26
Overseas Qualifications	19	19	27
Learning English	74	73	74
Accommodation & Housing	56	99	99
Health	58	38	38
Mental Health	20	17	17
Total			

In 2002, I have assisted 300 people with a variety of problems and issues. As can be seen from the statistics the service on information and referral offered to individual clients, forms a significant part of my work for both face to face and telephone contacts. Financial hardship, domestic violence, legal and migration matters predominate as problem areas.

Client Statistics:

- ◆ Domestic violence situations and events.
- ◆ Support for community development activities among Filipinos, such as cultural functions and events.
- ◆ Consultancy to other service providers regarding Filipino cultural issues to assist more in a sensitive and relevant service provision.
- ◆ Advocacy on behalf of individual Filipinos/families to access to employment and training opportunities.
- ◆ Advocacy on behalf of individual Filipinos/families to domestic violence situations.
- ◆ Assist and empower individuals and families in crisis, generally resulting from basis.
- ◆ Provision of quality bilingual information and referral both on an individual and group basis.
- ◆ Services I have provided during the year are:

The Filipino Welfare project's generic target groups are composed of young children, adolescents, aged parents, as well as Filipino women who are predominantly in cross-cultural marriages. The Filipino Welfare project's generic target groups are composed of young children, adolescents, aged parents, as well as Filipino women who are predominantly in cross-cultural marriages.

These issues and needs include the following:

- ◆ Lack of information and referral.
- ◆ Lack of access by many individuals and families to mainstream services.
- ◆ Problem arising from social and geographical isolation.
- ◆ Escalation of domestic violence in cross-cultural marriages.
- ◆ Immigration matters.
- ◆ Cultural differences between parents and their children.
- ◆ Adolescents, aged parents, as well as Filipino women who are predominantly in cross-cultural marriages.



Pet MC Kelly

Finally, altogether, I have had a hectic year. My warm thanks goes to my colleagues at the MRC for their support and encouragement. Thank you too, to the MRC Management Committee for their most valued support to the Filipino Welfare Service.

During the conference, I was given the task of chairing a meeting a meccing part of the program workers. During the conference, I was given the task of chairing a meccing part of the program Phillipine Consulate in Sydney and had the opportunity to meet other Filipino community Wollongong. Phillipine Consulate in Sydney and people coming from the Sydney metro areas, Dubbo and attended by nearly 500 young people who excelled and performed very well at the conference from various schools in Newcastle who pleasure of leading a delegation of Filipino-Australian youths on the second day. I also had the pleasure of leading a delegation of Filipino-Australian youths earlier this year. Being a member of the Working Party, I had to attend meetings at the year for me was my involvement with the Filipino-Australian Youth Conference held in Sydney earlier this year. Phillipine Consulate in Sydney and had the opportunity to meet other Filipino community Interagency meetings, Migrant Interagency meeting, assisting a Phillipine University student doing meetings. Migrant Forum meetings, Domestic Violence Court Support, CALD, Youth I attended or have been involved with the following: MRC staff meetings, MRC caseworkers Other Activities

Breast Cancer Breakfast, Cultural Stomp Meeting, Immigrant Forum, Carers' Day. Hunter Community Legal Centre AGM, Westlakes Macquarie Family Support AGM, Australian Mates Cup, MRC Functions with Newcastle Chamber of Commerce, Depression Info Session, Session, Domestic Violence Court Assistance Scheme Seminar, Interpreting Workshop, Great Disability Seminar, Alcohol and Other Drugs Seminar, MRC Planning and Development Hunter Community Legal Centre new premises opening, Violence Against Women and I took part in a wide range of meetings, seminars, trainings and information sessions including Meetings, Seminars, Trainings, etc with Disabilities Information Session.

Parents, Event Management and Occupational Health and Safety Seminar, Food Handling at events, Legal Issues, Centrelink's Australians Working Together Seminar, Community Forum IV: MRC Youth Support Program, Seminar on Drugs and Alcohol for Filipino - Australian organizations: International Computing Driving Licence (ICDL), Clothing Production Certificate ethnic backgrounds and community organizations were also invited. The following were government and non-Government organizations. In some of the sessions people from other throughout the year, I have organized Information Sessions for Filipinos in partnership with Community Development:

Childcare	41	35	Total
Ageed Care	52	26	Others
Youth Issues	103	120	Settlement Information & Referral
Domestic Violence	137	120	Police
Legal	124	38	Legal
Police	38	34	Domestic Violence
Legal Issues	120	120	Youth Issues
Childcare	41	35	Ageed Care

A resource manual
for building
cultural
competency for
service delivery in
the Hunter.

"We don't
have any
CALD*
clients"

Key Activities:
Research models of best practice in culturally competent service delivery to families of CALD backgrounds.
Consult with targeted agencies working with young families to identify strengths, need and gaps in training in service delivery to CALD families.
Provide training to targeted service providers in key cultural competencies such as the use of interpreters.

The objective of the project was to work with targeted service providers belonging to the Families First servicing network, to enhance access and equity procedures to enable them to work effectively and appropriately with Culturally and Linguistically Diverse (CALD) families, particularly families with young children.



- Promotion of the Project**
- The initial weeks of the project were spent promoting the project with the sector – at a “Better Linkages” workshop organised by the Family Support Service Association, at the Women’s Refuge Regional Forum, at the Hunter Women’s Network meeting, at the Women’s Accommodation Assistance Program (SAP) Network meeting, and at meetings of Family Support Service agencies and SAP agency meetings.
- Consultation**
- Introductory letters re the project were sent to all the targeted services and followed up by phone calls. Questionnaires were sent to all the services re their strengths, needs and gaps in cultural awareness training with Alex Bums and Miza Tolakovic.
- Training**
- During the six months of the project I presented several information sessions, and participated in training with young CALD families working with CALD families – the concept of cultural competence, and issues for service providers.
- Migration and Settlement**
- “We Don’t Have Any CALD Clients” – Barriers and Strategies, including interpreting and translating resources for working with CALD families in the Hunter and beyond.
- Legislation and Policy for Service Providers**
- The manual was categorised into sections:
- Cultural Competence – the concept of cultural competence, and issues for service providers working with young CALD families
 - Migration with young CALD families
 - Services Available for service providers and CALD families in the Hunter
 - Resources for working with CALD families in the Hunter and beyond
- Development of the Manual**
- Information from the questionnaires was collated, to be used as a blueprint for the resource manual.
- Migration and Settlement**
- The first draft was trialled with members of my reference group and several of the targeted service providers, and some of the MRC staff, with very helpful and positive feedback.
- The production of the manual has been a team effort. It could not have happened without the skilled formatting assistance of Carla Silva and Anne Gawn, the generous cooperation and support from many of the service providers, and the invaluable advice and feedback from Alex Bums, Violetta Walsh and other MRC staff, and from my reference group, Jo Hartigan from DCCS, Gerda Maeder and Zemi Edmonds from the EGC, and Connie Morgan from Westlakes DOCS.
- I hope the manual will be a useful and practical resource for the target sector, and also for the wider community, to enable them to work effectively to assist CALD families, for in the end it will be people of CALD backgrounds who will benefit.
- Part Dring Community Resource Worker**
- Family Support Service.

Problem/Issue	No. of Instances	Problem/Issue	No. of Instances	Domestic Violence
FAMILY/PARENTING	345	LEGAL	87	88
ISOLATION	118	HOUSING	64	95
HEALTH	113	INCOME SUPPORT	57	112
EDUCATION/EMPLOYMENT	45	IMMIGRATION	45	112
LANGUAGE	158	OTHER	158	95
TOTAL	1,282			88

Issues presented by clients are shown in the following table.

CLIENTS NEEDS:

COUNTRY	No.of clients	COUNTRY	No.of clients	COUNTRY	No.of clients	COUNTRY	No.of clients	COUNTRY	No.of clients
Austria	1	Greece	1	Portugal	1	India	4	Australia	24
Argentina	6	Honduras	2	Sri Lanka	1	Poland	1	Germany	1
Brazil	4	India	6	Spain	2	Philippines	11	France	1
Chile	12	Indonesia	2	Sudan	3	Vietnam	15	Finland	2
China	4	Italy	7	Taiwan	1	Paraguay	1	Fiji	3
Colombia	6	Japan	1	Tahiti	1	Panama	1	England	4
Costa Rica	3	Macao	6	Thailand	3	Nepal	1	EI Salvador	2
Dominican Rep	1	Macedonia	5	Tunisia	1	Mexico	1	EI Salvador	2
El Salvador	2	Malta	5	Uruguay	1	Panama	1	Fiji	3
Fiji	9	Paraguay	1	Venezuela	1	Peru	15	Finland	2
England	2	Panama	1	Urtiguary	1	Philippines	11	France	1
EI Salvador	2	Nepal	1	Venezuela	1	Zimbabwe	1	Finland	2
Germany	1	Thailand	3						

following 41 ethnic backgrounds:

This year Multicultural Family Support provided 1282 occasions of service to 194 people. This included men, women, adolescents and children from the following 41 ethnic backgrounds:



Marcela Sutcliffe

It was a very rewarding year and I look forward to the challenges that the new year will bring. Thanks to the management committee for their dedication and support and to all the MRC team for being such a great bunch of people to work with.

CONCLUSION:

-Case Workers Meetings	-MRC Staff Meetings	-Wallsend Welfare Network	-Newcastle Interagency Meeting	-TIS Information Session	-Migrant Health Information Session	-Grants Program Information Session	-Risk Management & Occupational	-Health & Safety Information Session	-Multicultural Health Advisory Committee
-DOCS-CALD Advisory Committee	-Celtelink Migrant Forums	-The Truth behind Islam Forum	-Migrant Health Cancer Forum	-Save a Mate Workshop	-Drug & Alcohol Workshop	-Positive Relationships Workshop	-Raising Healthy Kids Workshop	-Critical Incident Stress Debriefing	-Family Support Services National Conference

Attendance to meetings, seminars, training and information sessions plays a very important role in order to provide quality Family Support Services. During this year a total of 64 meeting and other sessions were attended. These include:

MEETINGS:

Multicultural Family Support Services also provided assistance to a large number of ethnic women through the running of women support groups. A total of 22 group sessions were provided: 11 for women of Spanish speaking background and 11 for women of all ethnic backgrounds. The average attendance of each group was 12.

GROUP WORK:

Service Provided	No. of instances	Service Provided	No. of Instances	TOTAL
Mediation	92	Agency Visits	15	
Referrals	133	Consultancy	33	
General Support	185	Home visits	57	
Counselling	269	Filling out forms	58	
General Information	368	Advocacy	72	1,282

Services provided to families and individuals are as follows:

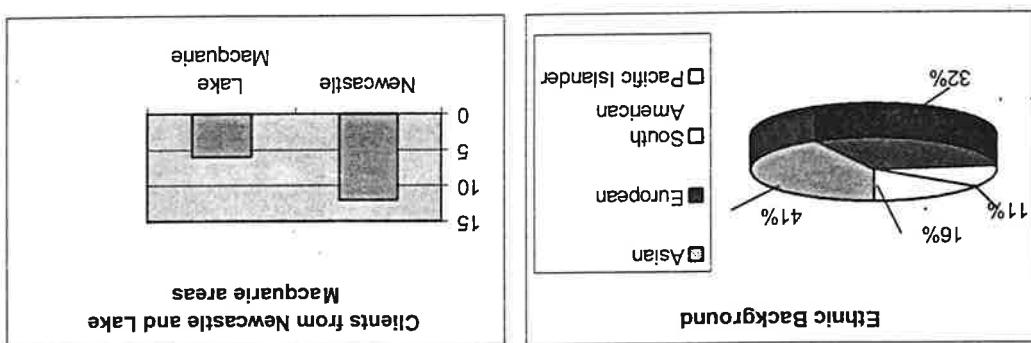
SERVICES PROVIDED:

Protocols have been drawn up in partnership with Hunter Health.

Hunter Health, DOCS, Dep. Housing, Disability Services, Ethnic Communities Council, TAFE, Family Support Services, City Councils, Mental Health, Centrlink, Hunter Home Start, Migrant Health

Networks have been developed with the following organizations.

Networking:



These clients represent diverse cultural backgrounds. Two each from Samoa, Philippines and Spain. One client each from Sri Lanka, Indonesia, India, Macedonia, Albania, Fiji, Greece, Taiwan, Pakistan, Chile, China, and Russia.

This service has provided assistance and support to 18 families within the last four months. At one given time the number of clients accessing the program are no more than 12.

Client Statistics:

Clients who access this service have to be from a culturally and linguistically diverse background with children up to 5 years

The Department of Community Services has funded this Project through the Families First initiative. Families First is a NSW government initiative to support parents and carers raising young children by providing a coordinated network of services such as DOCS, Health, Education and Training, Housing, Ageing and Disability working together for families, so that the children are able to grow up in a safe and happy environment.

The Multicultural Introduction:

The Multicultural Family Support Project commenced in July this year.

MULTICULTURAL FAMILY SUPPORT PROJECT (FAMILIES FIRST) -2002
Funded by NSW Department of Community Services

Deviika Wijewardene

I would like to take this opportunity to thank the staff of The Migrant Resource Centre for welcoming me amongst them with open arms. Due to the kindness and support shown by the staff of MRC my transition to this new job has been with great ease. I would also like to thank the management committee and the other organisations that have assisted and supported me in this new role.

Acknowledgements:

A brochure, a flyer, relevant forms and other paper work have been created. A policy and procedure attachment has been created for staff that do home visits.

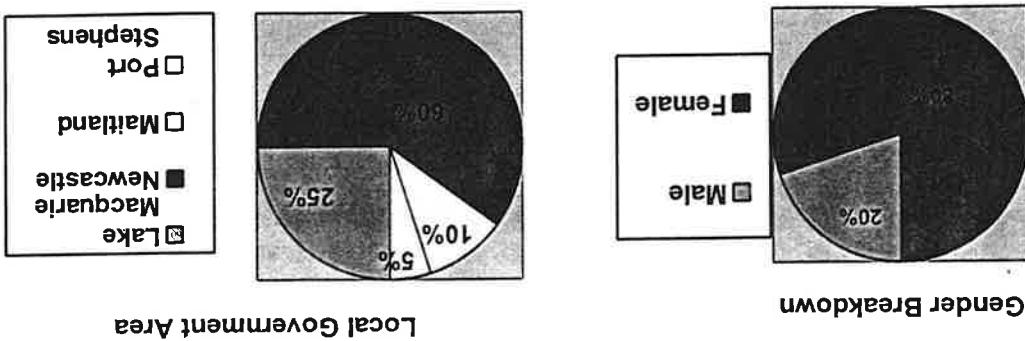
Administration:

Mental Health Forum "Breaking the Stigma"
Human Rights Forum
"Save a Mate", First Aid on drug and alcohol overdosing
Family Support Conference
Family Support Regional Meetings
CALD Meetings
Hunter Women's Meetings
Eva's Project Meetings
Hunter Interagency Meetings

Training / Meetings Attended:

Clients can access this service through other agencies or through self-referral. Once they access the service, ongoing case management is provided and needs are identified and met. If necessary, clients are linked to other services, provided with basic counselling, parenting accompanied to their appointments. They are also provided with basic home visits and other basic skills etc. When the clients' needs are met and they are linked to other services, they are exited from the program and a new client is taken.

Case Management and Case Planning:



Graph A & B illustrated below represent the gender breakdown of the client group and the Local Government areas they live in.

These countries are Australian, Greek, Italian, Macedonian, Russian, Sri Lankan, Slovenian and Ukrainian. The 20 existing clients represent 8 different countries with diverse cultures and traditions.

Client's Profile

The additional funding has enabled the MRC to appoint an additional part time Coordinator to coordinate liaising with individuals and families, community organizations and other service providers in order to: identify people who need the service; arrange an assessment of their needs through the Aged Care Assessment Team (ACAT); develop an individual Care Plan with each person, organize the assistance needed; as well as ongoing monitoring and case management to ensure services respond to changing needs.

The Multicultural Community Aged Care Packages (CACCP) Project, funded by the Commonwealth Department of Health and Ageing, provides funding for home based care and assistance to frail aged people from Non English Speaking Backgrounds, living in their own homes across the Hunter Region. This year the project has expanded from the initial funding for 12 packages to the current 20 packages.



Sue (Slavica) Hristov)
 Sulu (Teleisia) Lohoea)
 Coordinators

Wish you all a Safe and Happy Festive Season

We would like to thank the management and our colleagues at MRC and other organizations for their assistance and support which was invaluable in delivering a much needed support service to frail older people of Non English Speaking Background in our region.

Both Coordinators attended the Community Aged Care services Conference in Sydney as well as the inaugural Hunter Regional CACP Providers Training Day which covered such issues as the recently introduced Privacy Legislation, Performance management and Industrial issues. The workshops on the use of Telephone Interpreters as well as Duty of Care Requirements were also a focus for the professional development of the Coordinators

Training

This component involved reconciliation of monthly Subsidy Claim forms, client fees, ongoing liaison with service providers and referrals to ACAT. The Department has signaled a move towards an accreditation process for the CACP program. In preparation for this all services were involved in a Census to determine the current scope of service provision.

Administration

There was a substantial casework management role for the Coordinators - such as initial assessments as well as ongoing monitoring of Care Plans and following up on feedback from service providers regarding care recipients welfare and changing needs. It also involved advocating on behalf of clients with Doctors, Community Nurses, and so on.

Casework Management Role

Services were provided on a brokerage model, i.e. care workers were contracted as needed from other existing providers such as Hunter Retirement Living, Newcastle Aged Care and Home of Medications; arranging social activities and advocating with other service providers. The brokerage model has proven to be an efficient and effective model, as it enabled the project to have a wider pool of workers to choose from - this enabled us to better meet the cultural and linguistic needs of particular clients.

Model of Service Provision

The assistance provided ranged from personal care (assistance with Showering/Dressing), light housework; laundry; shopping; meal preparation; transport to doctor appointments; monitoring of medications; arranging social activities and advocating with other service providers.

Services provided

Nursing Homes	Visitors	Residents	Visits made	Comments
ALLANDALE	2	2	9	Resident transferred
BETHEDEN	3	4	83	Resident deceased
C.A.BROWN	3	4	56	Resident deceased
GARDEN	3	3	67	Resident deceased
SUBURB	3	3	67	Resident deceased
HAWKINS	2	2	44	
VILLAGE	1	1	15	
HILLSIDE	1	1	15	
KARA	1	1	46	
KURRI MAS.	2	1	32	One Volunteer sick
HOST.	2	1	32	One Volunteer sick
LINDSAY GARDEN	1	2	49	
MAROBA	1	1	20	Resident deceased
MAX KOLBE	5	16	155	
MOUNT CARMEL	1	1	7	Volunteer started in April
O'BAN	2	1	42	
RED HEAD N/H	1	1	26	
ST. JOSEPH	2	2	16	1 Vol. found a job/Vol. on overseas Holiday
TNONE GARDENS	3	10	49	1 Volunteer declined to visit resident
WALLSEND	5	8	123	
WARRABROOK	1	1	51	
WESTCOTT	2	2	27	One Volunteer started in May
WOODLANDS	1	2	12	1 Resident deceased

Table 1

This year the Migrant Resource Centre (MRC) Community Visitors Scheme (CVS) saw an increase of visitors over previous years with the number of visitors raised initially to 23 followed later to 28 visitors.

The attached table outlines the number of visits conducted of the year by our Volunteer Visitors

in conversation, or just when they appear to be recognized.

Our visitors are delighted when they are able to engage such residents the Residents in Nursing homes are in an advanced stage of Dementia. Our list at the moment are worth their weight in gold. Quite a few of

the right attitude has not been always easy, but the visitors who are on our list at the moment are worth their weight in gold. Quite a few of



This year I attended a Seminar in Adelaide which was very beneficial for those who were there for the first time, however those who started with the CVS programme expected a bit more of other projects. Most of them feel that they are the only one with problems, including me. The Net work with other CVS projects in this region is a great support for me as well as the Information Sessions run by the project are well attended by the Community Visitors. Two have been held this year. I believe if we would have them every other month the Visitors would find excuses not to come.

The Information Sessions run by the project are well attended by the Community Visitors. Two closer communication between Ethnic Communities, the various services and Nursing Homes/Hotels.

I also attended meetings with TACS (NSW Transcultural Aged Care Service) with a result of this Seminar.

Amin Dupree

Throughout the year I have been actively involved with many agencies and interagencies in order to promote the project and its objectives and also to promote more awareness about NESB young people. I have worked on many of the activities of the Newcastle Community Action Drug Team. I sat on the management committee for a Lifeime suicide intervention and prevention program. I have participated in the planning sub-group for the Newcastle Interagency. In addition to these I have been regularly attending both the Newcastle and Lake Macquarie Youth Interagencies to develop networks for the project. The table identifies some of the other agencies worked with.

Partnership building:

Community/parent workshops: 6 workshops were held with two groups that meet at the MRC: the Multicultural Women's Group; and the MRC Filipino Social Group. For each workshop the average attendance was between 10-15. The focus of the workshops was determined by the participants and included topics such as the following: general information on drugs and alcohol; how to recognize signs of substance abuse; parent and adolescent communication and relationships building; and local family support services. In addition to this, presentations were given to community groups in Gloucester and Singleton.

Over the period of the year, 15 workshops were held with 17 young people attending. The exact focus of the workshops was decided by the young people themselves and included areas such as: specific information on the risks of drug and alcohol use; what to do if a friend or family member were in trouble; and what local support services are in the community and how to offer good advice and support to their peers or family members that may be involved in such problematic behaviour.

The following: drug and alcohol information workshops for parents and communities with NESB communities; building partnerships with service providers and their families with community members; building partnerships with themselves and their families with NESB communities. The main strategies used to achieve this goal were to create a more protective environment for young NESB people. The area of drug and alcohol for young people; drug and alcohol information workshops for parents and a counseling and referral service.

Youth workshops:



Rhyall Gordon

I would like to thank all the staff at the MRC for making me feel very welcome and for making this year's work very rewarding. I would particularly like to thank the caseworkers and the coordinator for playing such a vital role in the work of the project.

I am currently preparing and writing a profile of NESB youth in the Newcastle and Lake Macquarie area for distribution as a resource for all youth services in the area.

I participated in a recreational camp for young NESB people run by STARTS

The caseworkers of the MRC attended a Red Cross Save A Mate course designed to equip people with the skills to deal with a drug emergency or overdose. 2 caseworkers of the MRC attended a weekend course run by Lifeline on how to intervene with a client at risk of committing suicide.

Other work:

Many of the participants of the community and youth workshops sought counselling, advice and referral in the workshop environment. Also 10 clients sought one-to-one counselling. The ethnic background of the participants and clients were the following: Pacific Islander, Filipino, Bosnian, Serbian, Latin American, Sudanese and Spanish.

Counselling and Referral:

Name of Organization	Number of Meetings	Name of Organization	Number of Meetings	Name of Organization	Number of Meetings	Name of Organization	Number of Meetings
Newcastle Education and Training	4	Ethnic Communities Council	2	EDUCATION AND TRAINING	2	EDUCATION AND TRAINING	2
Community Drug Action Team	10	NESB Youth	4	Community Drug Action Team	4	Community Drug Action Team	4
Youth Interactions	6	Network	5	Interagency	5	Interagency	5
Lifeline	5	DET Multicultural Seminar	4	DET Multicultural Seminar	4	DET Multicultural Seminar	4
Committee for Homelessness	2	Homlessness	2	Protocol on Intoxicated youth	2	Protocol on Intoxicated youth	2
Samaritans Youth Service, the Hub	7	needs		needs		needs	

Amenity International	Bohemian Outreach Society	Community Options NESB Committee	DOCs Culturally and Linguistically Diverse	Fair Wear Committee	Hunter Community Council	Hunter Ethnic Parents Teachers Association	Community Languages Committee	Refugee Orientation Program Working Party	TACs Committee
-----------------------	---------------------------	----------------------------------	--	---------------------	--------------------------	--	-------------------------------	---	----------------

The premises have also been utilized by interagency groups with a migrant focus/interest/sympathy

Families in Cultural Transition	Hamilton Multicultural Walkers Group	Home and Community Care	Interfaith Cultural Choir	Multicultural Women's Support Group	Newcastle's Women's Group	South Pacific Islander Culture in Education	(SPICE) Group	Multicultural Demenita Support	Hunter Community College - Life Experience Counts
---------------------------------	--------------------------------------	-------------------------	---------------------------	-------------------------------------	---------------------------	---	---------------	--------------------------------	---

In addition the following multicultural groups have been accommodated

Baha'i Community of Newcastle	Bosnian Community of Newcastle	Estonian Community of Newcastle	Korean Group	Lettish Group	Macedonian Youth Group	Newcastle Theosophical Society	Samoan Women's Group	Slovene Association of Newcastle	St Lakan Community
Filipino Women's Group	Filipino Senior Citizens Group	Greek Macedonian of Newcastle (Pavlos Melas)	Greek Orthodox Holy Apostles	Hungarian Association	Nigehitngale (sub-group Lettis)	Newcastle Theosophical Society	Samoan Catholic Akebano Group	Slovene Association of Newcastle	Spanish Speaking Dance Group "Tonatiuh"
Estonian Community of Newcastle	Bosnian Community of Newcastle	Korean Group	Lettish Group	Macedonian Brotherhood	Nigehitngale (sub-group Lettis)	Newcastle Theosophical Society	Samoan Catholic Akebano Group	Slovene Association of Newcastle	Spanish Adult Group
Bahai Community of Newcastle	Bosnian Community of Newcastle	Korean Group	Lettish Group	Macedonian Brotherhood	Nigehitngale (sub-group Lettis)	Newcastle Theosophical Society	Samoan Catholic Akebano Group	Slovene Association of Newcastle	Spanish Adult Group
Filipino Women's Group	Filipino Senior Citizens Group	Greek Macedonian of Newcastle (Pavlos Melas)	Greek Orthodox Holy Apostles	Hungarian Association	Nigehitngale (sub-group Lettis)	Newcastle Theosophical Society	Samoan Catholic Akebano Group	Slovene Association of Newcastle	Spanish Speaking Dance Group "Tonatiuh"

Tima Oto - Office Manager

Dubravka Vasiljevic - Resigned



Juanita Lolli - Welfare Worker - PWC

Michael O'Sullivan - HTACLS Project

Arlene Richards - Bookkeeper



Annie Gawn - PWD/SMPD Assistant

Carla Silva - Admin Assistant

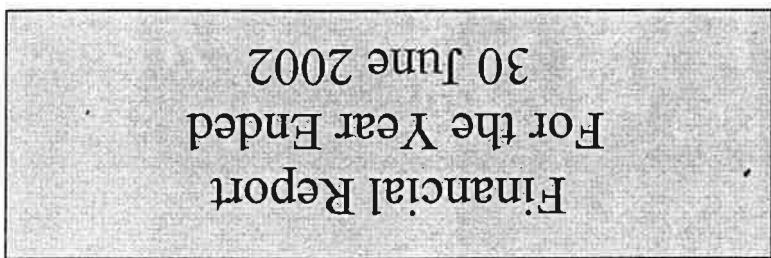
Lulu Tanots - Deputy Director/Migration Agent



Centre Staff 2002

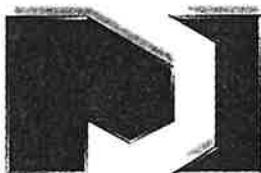
Detailed Statement of Financial Performance	20-21
Compilation Report	19
Notes to the Financial Statements	9 - 18
Statement of Cash Flows	8
Statement of Financial Position	7
Statement of Financial Performance	6
Directors' Declaration	5
Auditors' Report	4 - 5
Directors' Report	1 - 3

Contents



LIMITED
NEWCASTLE AND HUNTER REGION
MIGRANT RESOURCE CENTRE OF

CUTCHER & NEALE



Company for the financial year.

In the opinion of the Directors, there has been no significant change in the state of affairs of the

Significant Changes in State of Affairs

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

Operating loss of \$14,531 was achieved and compares with \$18,881 achieved in 2001.

Review of Operations

The net result of operations from ordinary activities for the year ended 30 June 2002 was a loss of \$14,531.

Operating Results

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

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

Principal Activities

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

Name	Position	Chairman	Henry Chan	Member of Newcastle/Financial Advisor	Director of Migrant Health Service	Tudy Mills Evers	President of Slovenian Association	Ukrainian Community Representative	Bosnian Community Representative	Tatar Community Representative	Filipino Community Representative	Macedonian Community Representative	Greek Community Representative	Below of the Institute of Chartered Accountants	Director	Fr Nicholai Zervas	Director	Malene Larsen	Director	Traje Trajanovska	Director	Paul Mother	of \$14,531.
Years Service	(resigned 21/11/2001)	Ukrainian Community Representative	Ivan Klopocki	President of Polish Association	Zoran Valisjevic	Alma Kizewater	President	President of Slovenian Association	Bosnian Community Representative	Tatar Community Representative	Filipino Community Representative	Macedonian Community Representative	Greek Community Representative	Below of the Institute of Chartered Accountants	Director	Fr Nicholai Zervas	Director	Malene Larsen	Director	Traje Trajanovska	Director	Paul Mother	of \$14,531.
6	13	President	President	President	President	President	President	President	President	President	President	President	President	President	Director	Fr Nicholai Zervas	Director	Malene Larsen	Director	Traje Trajanovska	Director	Paul Mother	of \$14,531.
11	11	President	President	President	President	President	President	President	President	President	President	President	President	President	Director	Fr Nicholai Zervas	Director	Malene Larsen	Director	Traje Trajanovska	Director	Paul Mother	of \$14,531.
16	16	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Fr Nicholai Zervas	Director	Malene Larsen	Director	Traje Trajanovska	Director	Paul Mother	of \$14,531.

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 2002.

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

"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 his or her office which is incurred by him or her defrauding any proceedings, whether civil or criminal, in which judgment is given under the Code in which relief is granted to him or her by the Court in respect of any negligence, default, breach of duty or breach of trust".

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

Indemnifying Officers or Auditor

No. Available	No Attended	Meetings
---------------	-------------	----------

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

Meeting of Directors

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

Environmental Issues

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

Future Developments

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

After Balance Date Events

DIRECTORS' REPORT

MIGRANT RESOU
(A Company)

Page 3

DIRECTORS' REPORT

Directors' Emissions

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:

Dated this 16th day of October 2002

Director

Direct

Newcastle 2300
25 Bolton Street
First Floor
October 2002
Signed at Newcastle on

J W McLennan, F.C.A
CHARTERED ACCOUNTANTS
CUTCHER & NEALE

(b) other mandatory professional reporting requirements

(ii) complying with Accounting Standards and the Corporations Regulations 2001; and

(i) giving a true and fair view of the Company's financial position as at 30 June 2002 and its performance for the period ended on that date; and

(a) the Corporations Act 2001, including:

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

Audit Opinion

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

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant estimates in the financial report. These procedures have been undertaken to form an opinion whether, in all accounting estimates, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional requirements so as to present a view which is consistent with our understanding of the Company's financial position and performance for the period ended on that date; and

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

We have audited the financial report of Migrant Resource Centre and Hunter Region Limited for the year ended 30 June 2002 as set out on pages 5 to 18.

Scope

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

Page 4

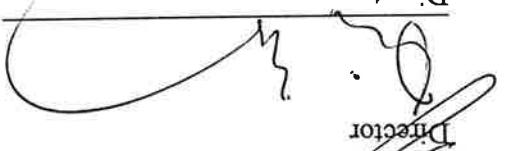
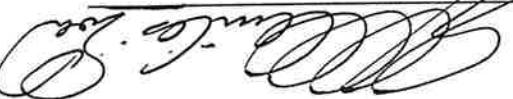
(A Company Limited by Guarantee and having no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Dated this 16th day of October 2002.

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

1. the financial statements and notes, as set out on pages 6 to 18 are in accordance with the Corporations Act 2001;
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 and the Corporations Regulations 2001; and
 - (b) give a true and fair view of the financial position as at 30 June 2002 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

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

The accompanying notes form part of these financial statements

2001	2002	Note	\$	\$	
Revenues from ordinary activities	510,793	2	480,731		Employee benefits expense
Depreciation and amortisation expense	19,691	3	20,309		Other expenses from ordinary activities
Debtors	221,710		256,047		Loss from ordinary activities
Revenues from ordinary activities	510,793	2	480,731		Total change in equity

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2002

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)

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
AS AT 30TH JUNE 2002

Page 7

(A Company Limited by Guarantee no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

The accompanying notes form part of these financial statements

CASH FLOW FROM OPERATING ACTIVITIES		
Note	2002	2001
Receipts from customers	515,801	444,152
Payments to creditors and employees	(569,992)	(460,115)
Interest received	8,281	8,912
Net cash provided by (used in) operating activities	(45,910)	(7,051)
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of plant & equipment	(18,475)	(40,193)
Sale of plant & equipment	-	12,927
Net cash provided by (used in) investing activities	(18,475)	(27,266)
Net decrease in cash held	64,385	34,317
Cash at 1 July 2001	314,953	349,270
Cash at 30 June 2002	250,568	17(a)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30TH JUNE 2002

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

Depreciation

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

Plant and equipment are measured on the cost basis.

Plant and Equipment

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

(b) Plant & Equipment

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

(a) Income Tax

The following is a summary of the material accounting policies adopted by the Company in the preparation of the financial 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 and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

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

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2002

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

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

(d) Cash

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

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

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

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

(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 2002

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

(f) Grant Contribution

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

These activities are:

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

(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.

(h) Administration 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 expenses. Receivables and payables in the statement of financial position are shown inclusive of GST.

(f) 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 2002

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

		(b) Net gain/(loss) on disposal of plant and equipment
		-
	223,256	283,923
	145,767	146,775
	-	60,922
	75	60,847
	-	-
	64,151	70,826
	13,338	5,400
	3,838	9,500
	-	5,400
	5,210	2,796
	-	-
	15,099	16,895
(a) Expenses		
		Depreciation of non current assets
		- plant and equipment
		- leasehold improvements
		Amortisation of non current asset
		- audit services
		Remuneration of auditor
		- other services
		Rental expense on operating lease
		- minimum lease payments
		Bad and doubtful debts
		- grant debtors
		Trade debtors
		Total bad and doubtful debts
		Administrative expenses
		(3,527)

Profit from ordinary activities has been determined after:

NOTE 3 PROFIT FROM ORDINARY ACTIVITIES

		Total Revenue
		510,793
		480,731
		-
	12,927	Proceeds on disposal of plant and equipment
	-	Non operating activities
	467,804	510,793
		Other revenue
		Interest received - other persons
		Grants received
		Operating activities
	351,941	320,159
	80,965	176,661
	8,912	8,281
	25,986	5,692
	-	Other revenue
	467,804	510,793
(a) Expenses		
		Depreciation of non current assets
		- plant and equipment
		- leasehold improvements
		Amortisation of non current asset
		- audit services
		Remuneration of auditor
		- other services
		Rental expense on operating lease
		- minimum lease payments
		Bad and doubtful debts
		- grant debtors
		Trade debtors
		Total bad and doubtful debts
		Administrative expenses
		(3,527)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2002

Page 12

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Trade debtors	59,718	(31,537)	28,181	15,348	-
Provision for doubtful administration fees	56,818	-	56,818	-	Other debtors
	56,818	-	43,529	56,818	

NOTE 6 RECEIVABLES

Cash at bank	101,072	157,968	132,198	149,496	141,072
Deposits at call	-	-	-	-	24,787
Refugee Housing account					
			314,953	250,568	314,953

NOTE 5 CASH

Paul Mother	Fr Nicholas Zervas	Fr Trajanovska	Sania Young	Melanie Larsen	Alma Kizewater	Ivan Klopice	Bill Samanowski	Henry Chan

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

\$0 - \$9,999

the following band:

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

2001	\$	2002	\$
-	-	-	-

FOR THE YEAR ENDED 30 JUNE 2002

NOTES TO THE FINANCIAL STATEMENTS

Page 13

(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 8 PLANT & EQUIPMENT

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

Page 14

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

HAMILTON NSW 2303
8 Chaucer Street

The registered office and principal place of business is:

NOTE 12 COMPANY DETAILS

Retained profits at the beginning of the financial year	230,128	249,009
Net loss attributable to members of the Company	14,531	18,881
Retained profits at the end of the financial year	215,597	230,128
Retained profits at the end of the financial year		

NOTE 11 RETAINED PROFITS

(a) Aggregate employee entitlement liability	153,622	116,492
(b) Number of employees at year end	18	21
Employee entitlements	33,438	48,280

NON CURRENT

Employee entitlements	120,184	68,212

CURRENT

Employee entitlements		

NOTE 10 PROVISIONS

Trade creditors	3,471	104,360

NOTE 9 PAYABLES

2002	\$	\$
2001		

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002

Page 15

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

non-interest bearing.

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

The Company's term deposits earn interest between 5.5% and 4.10%.

Short Term Deposits

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

Bank Accounts

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

(a) *Interest Rate Risk*

NOTE 16 FINANCIAL INSTRUMENT

The Company operates in the services industry wholly within Australia.

NOTE 15 SEGMENT REPORTING

(2001 - 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 30th June 2002 the number of Members was 69

NOTE 14 MEMBERS, GUARANTEE

with rent payable monthly.

The property is a non-cancellable lease with a five-year term,

Payable	- longer than 1 year but not longer than 5 years	90,978	250,190	232,466
		341,168	324,959	

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

(a) Operating Lease Commitments

NOTE 13 CAPITAL & LEASING COMMITMENTS

\$	\$
2001	2002

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2002

Page 16

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

			Non-cash flows in profit from ordinary activities
		(14,531)	(18,881)
			Loss from ordinary activities
			with profit from ordinary activities
			(b) Reconciliation of cash flow from operations
		250,568	314,953
		101,072	157,968
		132,198	149,496
		-	24,787
			Cash at bank
			Cash on deposit
			Refugee Housing
			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
			in the statement of cashflows is approximate net fair value.
			(a) Reconciliation of Cash
			NOTE 17 STATEMENT OF CASH FLOWS
			The Company's financial assets and liabilities included in the balance sheet are carried at
			amounts that approximate net fair value.
			(c) Net Fair Value of Financial Assets and Liabilities
			The credit risk on financial assets of the Company which have been recognised on the balance
			sheet, is the carrying amount net of any provision for doubtful debts.
			(b) Credit Risk

NOTE 16 FINANCIAL INSTRUMENT (cont'd)

\$	2002	2001
----	------	------

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2002

Page 17

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

Changes in assets and liabilities:	
(Increase) / decrease in receivables	13,289
(Increase) / decrease in prepayments	(22,737)
Increase / (decrease) in trade creditors and accruals	(22,247)
Increase / (decrease) in provisions	(3,030)
Increase / (decrease) in grants in advance	15,530
(Increase) / decrease in operations	(4,930)
Cash flow from operations	(45,910)

NOTE 17 STATEMENT OF CASH FLOWS (cont'd)

\$	\$
2002	2001

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

Page 18

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

NEWCASTLE
25 Bolton Street
1st Floor

J.M. McLean

Chartered Accountants
Cutcher & Neale
3 October 2002
Partner

Cutcher & Neale

Cutcher & Neale

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

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

Our procedures use accounting expertise to collect, classify 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 accuracy or opinion is expressed as to their

consolidation and are appropriate to meet the needs of the Directors and Members of the Company. Reporting requirements of Migrant Resource Centre of Newcastle and Hunter Region Limited reports and have determined that the accounting policies used are consistent with the financial reports and have determined that the accounting contained in the above detailed financial

Consenus Views have been adopted in the preparation of the above detailed financial reports. 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

of Migrant Resource Centre of Newcastle and Hunter Region Limited for the period ended 30 June 2002.

1) Detailed Statement of Financial Performance

Compilation of Financial Reports, the following:

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

Scope

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

Page 19

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Income	Expenses	Total Income
Admistration Fees	80,965	176,661
Donations received	553	968
Federatoin	1,840	-
Grants received	351,941	320,159
Interest received	8,912	8,281
Membership Fees	550	535
MS direct migration	1,017	2,520
Photo copying	1,244	851
Rent received	10,815	-
Travel	4,857	-
Sundry	5,110	818
Total Income	467,804	510,793
Audit and accounting fees	1,544	1,256
Bank charges	660	75
Catering, function	1,046	448
Birthday celebration	4,670	-
Computer expenses	2,136	2,565
Consulting	5,598	5,858
Depreciation and amortisation	20,309	19,691
Donations	407	260
Electricity	3,679	5,315
Grant Contribution	2,736	29,310
Insurance	5,810	5,833
Immigration booklets	1,774	1,300
Library	3,279	930
Licence fees	2,736	548
Loss on disposal of fixed asset	3,527	-
Motor vehicle	3,287	-
Photocopier expenses	9,607	10,205

2002

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2002

Page 20

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

2002 2001

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2002

ABN 72 002 898 759

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED (A COMPANY LIMITED BY GUARANTEE)
ABN 12 000 888 222

