

ANNUAL REPORT 1995

MIGRANT RESOURCE CENTRE

of Newcastle and Hunter Region Ltd

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**AGENDA OF THE 10TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE
CENTRE TO BE HELD ON WEDNESDAY 6TH DECEMBER 1995 AT 8 CHAUCER
STREET, HAMILTON AT 5.30PM**

- 5.30PM 1. OPENING AND WELCOME BY HENRY CHAN
2. APOLOGIES
3. MINUTES OF PREVIOUS AGM
4. BUSINESS ARISING
5. PRESENTATION OF REPORTS
6. CONFIRMATION OF AUDITORS
7. ELECTION OF MRC MANAGEMENT COMMITTEE
8. GENERAL BUSINESS.
- 7.00PM 9. Senator Jim Short
Shadow Minister for Immigration and Ethnic Affairs
- 8.00pm Refreshments & Close

We wish to acknowledge the support of our funding bodies:

- * Department of Immigration and Ethnic Affairs
- * Department of Training and Education Coordination
- * Ethnic Affairs Commission
- * NSW Department of Community Services
- * NSW Migrant Employment Qualification Unit
- * NSW Office of Youth Affairs
- * Department of Health Local Government and Community Services

MRC MANAGEMENT COMMITTEE MEMBERS 1994/95

1.	Chairperson	-	Henry Chan
2.	Vice Chairperson	-	William Simanowsky
3.	Secretary	-	Enza di Stefano
4.	Treasurer	-	Trudy Mills-Evers
5.	Assistant Secretary	-	Alina Kizeweter
6.	Assistant Treasurer	-	Traje Trajanovski
7.	Member	-	Lita Peverini
8.	Member	-	Carlos Ortega
9.	Member	-	Salati Pauli
10.	Member	-	Fr N Zervas
11.	Member	-	T Lidwinski

COOPTED MEMBERS

1.	Department of Immigration & Ethnic Affairs	-	Carlos Sellanes
2.	Newcastle City Council	-	Cr M Henry and Cr J Sutton
3.	Maitland City Council	-	Cr Bob Gee
4.	Lake Macquarie City Council	-	Cr Lorre Manning
5.	Dept of Community Services	-	Therese Moskal (resigned due to ill health)

STAFF

1.	Coordinator	-	Violetta Walsh
2.	Assistant Coordinators	-	Tima Oto/Lulu Tantos
3.	Receptionist/Clerical	-	Carla Bekker
4.	Community Project Officer	-	Irena Lupish
5.	Community Development Worker	-	Alex Burns
6.	Community Welfare Worker GIA II	-	Miza Torlakovic
7.	Filipino Welfare Worker	-	Petrona Kelly
8.	Get Started Project Officers	-	Cathy Johnston/George Puli'uvea
9.	Special Migrant Placement Officer	-	Guy Taylor
10.	Workplace Worker	-	Steve Stojcevski
11.	Mature Workers' Project	-	Patricia Dring
12.	Family Support Worker	-	Marcella Sutcliffe
13.	Multicultural Development Project/ Rural Ethnic Information Network	-	Chris Dodds
14.	Community Visitor's Program	-	Ann Dupree
15.	Coordinator - Circuit Breaker	-	Chris Byrnes
16.	Admin Assistant - Mature/SMPO	-	Louise Graham
17.	Admin Assistant - Get Started	-	Bobby Bozinovski
18.	Admin Assistant - Workplace	-	Melissa Gao
19.	Admin Assistant/Librarian/Welfare	-	Dubravka Vasiljevic

Staff resigned during the year:

1.	Nenad Perkovic	-	Special Migrant Placement Officer
2.	Derek Stokes	-	Admin Assistant
3.	Sharon Nichols	-	Family Worker
4.	Gloria Heward	-	Coordinator - Circuit Breaker
5.	Lin Jin	-	Clerical- Workplace
6.	Rose Digal	-	Librarian 2

**MINUTES OF THE 9TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE
CENTRE OF NEWCASTLE AND THE HUNTER REGION HELD AT THE MRC
PREMISES, 30TH NOVEMBER 1994 AT 5.30PM.**

1. **ATTENDANCE:** See attached list.
2. **APOLOGIES:** John Mills MP, Diane Tattis (Singleton Neighbourhood Centre), Sarah Davidson, Wendy Couper, Iris Sharples & Teresa Lidwinski.
3. **MINUTES OF THE 8TH AGM:** Moved by A Kizeweter and accepted by T Trajanovski.
4. **AMENDMENTS:** 1993 AGM Minutes - Page 3 - (Other Business) 11 (d) ... The Officer will act as a liaison officer and not as an interpreter.
5. **BUSINESS ARISING:** Minister Bolkus' Visit was cancelled.
6. **AUDITOR'S REPORT:** The Agenda was suspended to allow Mr Paul Mather of KPMG Peat Marwick to present his report. The Centre's financial operations were sound. The financial report was proposed by L Norton and accepted by S Pauli.
b) Trudy Mills-Evers proposed KPMG Peat Marwick to continue as the Centre's Auditor, seconded by L Norton.
7. **PRESENTATION OF REPORTS:**
 - I. **Henry Chan - Chairperson:** Tabled as read. Acknowledged Xuyen Tang's, (MRC Consultant) and thanked her for her support and guidance given to this MRC. Thanked V Walsh - Coordinator and staff for all their work at the Centre.
 - ii) **V Walsh - Coordinator** - Report tabled as read. Introduced new staff members; N Perkovic, M Torlakovic, C Marshall, S Stojcevski & C Dodds, absent were C Bekker, D Stokes and L Graham.
 - iii) **I Lupish - Community Project Officer** - Report tabled as read.
 - iv) **A Burns - GIA I - Community Development Officer** - Report tabled as read.
 - v) **S Stojcevski - Acting Workplace Officer** - Report tabled as read.
 - vi) **M Torlakovic - GIA II - Community Development Officer** - Report tabled as read.
 - vii) **George Puli'uvea & Pat Dring - Get Started Officers** - Report tabled as read.
 - viii) **S Nichols - Recession Worker** - After consultation with the Funding Body the project is now officially known as "Family Support Worker" - Report tabled as read.
 - ix) **Petrona Kelly - Filipino Welfare Worker** - Tabled as read.
 - x) **Chris Dodds - Multicultural Development Officer** - Report tabled as read. More information was sought on the development of a demographic package relevant to geographic region. V Walsh stated that this package highlights particular population groups in the target areas of the projects funded by the Community Services Grants Program.

H Mantziaris enquired if the GIA I worker's training in cultural awareness duplicated Chris Dodds role. It was advised that the MDP targetted state funded services, but often utilized GIA in training.

8. **ELECTION OF MEMBERS:** The outgoing members were acknowledged for their dedication and support to the MRC. The committee then stood down. There were eleven nominations for eleven vacancies, and no elections were required. These were accepted.

H Chan, T Mills-Evers, E di Stefano, B Simanowsky, T Trajanovski, C Ortega, S Pauli, A Kizeweter, L Peverini, Father N Zervas, & T Lidwinski.

9. **GENERAL BUSINESS:**

1. H Mantziaris tabled the "Police and the Ethnic Communities Report" by the EAC of NSW. She invited members to take a copy.
2. (a) L Norton stated that NAATI national testing program has now included Newcastle. Time and venue will be advised.
- b) The Newcastle TAFE is conducting 2 interpreter training courses for 1995 semester and an information night will be held at TAFE on Thursday 1st December at 5pm.
3. V Walsh enquired if NAATI is prepared to go further North with testing? L Norton said that it will depend on how effective the lobbying mechanism up North will be.

The meeting ended at 6.20pm.

The new management committee met and elected the office bearers as follows:

MANAGEMENT COMMITTEE FOR 1994/95

1. Henry Chan	Chairperson
2. Bill Simanowsky	Vice Chairperson
3. Enza di Stefano	Secretary
4. Alina Kizeweter	Asst Secretary
5. Trudy Mills-Evers	Treasurer
6. Traje Trajanovski	Asst Treasurer

ATTENDANCE LIST AGM 30/11/94

1. Henry Chan
2. B Simanowsky
3. E di Stefano
4. A Kizeweter
5. T Mills-Evers
6. T Trajanovski
7. C Ortega
8. S Pauli
9. L Peverini
10. Fr N Zervas
11. H Mantziaris
12. L Norton
13. V Walsh
14. I Lupish
15. A Burns
16. M Torlakovic
17. S Stojcevski
18. George Puli'uvea
19. P Dring
20. S Nichols
21. Petrona Kelly
22. C Dodds
23. T Oto
24. Wasili Salewski
25. L Tantos
26. Paul Mather - Auditor
27. Denisse Dowie
28. Caddie Marshall

CHAIRMAN'S REPORT

1995 has been a busy and interesting year for the Centre, marked by the 'highs' and 'lows' that, these days, seem to be a fact of life for service providers whatever the sector to which they belong. All around us we see change brought about by reviews and re structures, and have ourselves felt some negative impact.

The new State Government has in its wisdom decided to discard youth employment programs, delivered so efficiently and effectively through projects such as Workplace and Get Started - a move made despite continuing high youth unemployment rates - high in the nation, and in the state, and even higher in regions like ours. The Centre has lost Mature Workers as well, our program having been funded originally from enhancement funding. Only our Special Migrant Placement Officer has for the moment escaped the axe, but one must wonder for how long.

The State's argument that Federal programs are responsible for such service delivery is frankly misguided, and premature, and a great many young job seekers will now be literally left to wait until they have been unemployed long enough. The Centre has joined its voice to those many others in the Region and across the state who deplore this retrograde step, and seek urgent reinstatement of these valuable interventionist programs.

I must say however that the Centre's core functions as funded by DIEA continue to be supported magnificently. There seems little doubt that the MRC program is now a fully legitimated service, with Government consistently showing its commitment to the settlement needs of migrants, both newly arrived and longer settled. This year's Budget has augmented the Centre's operational needs, and has moreover added a 5th core position whose role we are currently negotiating. The Centre's preference is for an employment development and support function, to allow us to consolidate initiatives in this important aspect of settlement.

1995 has also seen increasing emphasis on non metropolitan ethnic communities, being generated from many quarters including this MRC. It has been pleasing to see DIEA funding to centres in the Mid North Coast, with whom we will be closely working. The Centre itself has successfully applied under the Migrant Project Access Scheme for an information project which aims to bring electronic superhighway concepts and technology to community sector providers. This project is a real pilot, and we look forward to seeing outcomes by mid 1996. We do not for a moment believe that modems and bulletin boards can replace personnel - but it is clear that we must explore ways to make the existing provisions more effective in isolated areas where migrants settle.

Finally it is my great pleasure to report that under the Building Better Cities Program we have secured approval for the building of 2 houses to accommodate refugee and humanitarian families on a medium term basis. This is an exciting development for Newcastle, and we are deeply appreciative of the fact that the needs we raised have been acknowledged. I am assured that we will have the collaboration of all of those in the community who have an understanding of the refugee experience.

My Chairmanship of the Centre, has now spanned 3 years, and as always, I want to express my gratitude to my Committee for their support and dedication in the management of the Centre.

It is an onerous task, one carried out in a totally voluntary capacity, which these busy people have embraced with total commitment. Equally I want to thank our MRC staff, and especially our Coordinator for their hard work to pursue the Centre's goals.

I believe between us all, the management and the staff, the team of the Hunter MRC is exceptional.

COORDINATOR'S REPORT

As with every year of my involvement, it has been my pleasure to coordinate the activities of the Migrant Resource Centre during 1995.

Please peruse the annual reports submitted by individual projects, based at the MRC, and made possible by a variety of funding sources. the Department of Immigration and Ethnic Affairs, Department of Community Services, Department of Training and Education Coordination, Dept of Community Services and Health. These services encompass a range of activities aimed at improving the settlement and integration of our migrants into the area and broadly speaking cover community developments; community welfare and education and training.

They represent however just a part of the picture, and they do not spell out the major contribution made by what is the real engine room of agencies like this: the administration staff - our assistant coordinators, our receptionist, and our various project assistants.

The range of tasks performed by this section is critical to the operation of the Centre - its financial management, and (the overall annual budget is usually well in excess of half a million dollars) a large part of the information and referral service, and all clerical back up work.. Every project generates its own clerical support needs - and the Centre's outward correspondence is high volume, as is its relationship with the public.

I reserve my deepest admiration for the "unflappability" of Carla, Tima & Lulu who are in one way or another our anchor people, who are the first point of contact for users and visitors to the Centre, and who create the happy friendly environment for which this Centre is now well known. Let me give a concrete example of what demands the 'front of house' can face. We conducted a recent internal survey with a view to assessing the front desk work load, and streamlining processes. Only incoming phone calls were monitored. It was a normal week, ie one with its routine staff absences, on field work, home visits, annual leave, or flexi time. The main desk averaged over 60 phone calls alone, leaving aside the personal contacts that require time and attention. Not to mention the myriad other connected tasks: the room bookings, the maintenance of office supplies, the photocopying, the faxing, the mailing and at times even the catering. I must include the allocation of EAPA vouchers which can involve up to a dozen clients a day in given periods. Nor can we overlook assistance provided during tax time, through Tax Help.

I know all staff would like me to express our deep appreciation of the work done by these wonderful colleagues.

The Centre has also undertaken a number of initiatives not reported elsewhere in this report:

The New Enterprise Incentive Scheme (NEIS) which we conducted as a pilot via the "Working Nation", concluded most successfully with 80% outcomes. A further NEIS allocation for 15 people awaits our attention early next year and a further tender will go to ESRA for us to provide specialist casemanagement services. There seems little doubt that if employment services continue to be part of our involvement we will need to work more and more with the Federal sector, forced to do so by the State's withdrawal from such provision.

This year has also seen staff movements and changes, short term project workers, and of course field placements with us from various institutions. Guy Taylor joined us as the Special Migrant Placement Officer at the beginning of the year, as did Lulu Tantos sharing the role of the assistant coordinator with Tima, and relieving briefly during Irena Lupish's absence overseas. Pat Dring was seconded to the Mature Workers Program for 9 months of its operation, and we were fortunate enough to find Cathy Johnston to fill in for "Get Started" with George. The Spanish Speaker Project funded by EAC has now concluded, but Marcella successfully applied as our Family Worker, (replacing Sharon

Nichols who moved to greener pastures), so we are still able to provide some ethnic specific services , as well as multicultural.

Chris Dodds has also completed the Multicultural Development Project and moved to take on the Rural Technology project under the Migrant Access Project Scheme which we all hope will do a great deal to address information needs in selected rural settings.

For a brief period we had Rose Digal, a newly arrived Filipino librarian who came looking for work, and stayed to work her own little magic on our library. She entered chaos, and left order - and in a real success story, is now employed at the Singleton Library.

And in a further stroke of good luck, or perhaps good thinking, we have on deck Dubravka Vasiljevic, of Bosnian origin, who is with us on a traineeship. She is a most valuable addition to our welfare staff at a time when we are seeing so much Bosnian migration into our area. We farewelled Gloria Heward from Circuit Breaker, the Program we have co sponsored with the Police Citizen Club for the last five years - but welcome Chris Byrne who has taken on the position of the Coordinator, as if she were born to it.

The Centre has also been active in its advocacy work, with representation to two public inquiries conducted by the Commonwealth, the first related to Migration Agents, and the second to regional access and equity issues in service delivery by the States, local government and community organizations. Our submission to the first drew attention to the impact, on the community sector, of work loads and responsibilities associated with giving migration advice. In this agency we have now 4 staff members registered as agents, to cope with the demands we are experiencing. The second inquiry allowed us to raise concerns regarding several key areas - isolation factors in settlement, language services, English language tuition, and employment related areas. It is difficult to measure the value of these exercises - but they allow a formal hearing for concerns and issues through statutory channels of some significance.

While generally I find myself desk bound, I was able to accompany our GIA worker on a number of field trips to those parts of NSW with which we have some links. They were most illuminating, in that I became aware first hand of the real issues facing rural communities, the crippling distances, the non-existence, or inaccessibility of services, and at times the attitudinal barriers confronting minority groups. I also found among some mainstream service providers, a commitment and a concern to serve these communities which is frankly lacking in more urban areas, where groups are larger and more visible. It is most pleasing to see that government departments like DIEA, and EAC are recognizing a legacy of neglect in rural areas, and are, albeit modestly, providing funding support to assist needy emerging communities, and responsive, but under-resourced service providers. It has been particularly pleasing too to see a great willingness to outreach on the part of departments like DIEA, which has established regular migration services to such centres as Lismore and Coff's Harbour. So, all in all a year of bustling activity, with more to come.

But I must finish on a less than happy note. The end of the year will also mean the end of three of the best programs we have ever sponsored, the State employment Programs of Workplace, Get Started and Mature Workers, and probably bid farewell to a group of the finest colleagues and team players any agency could wish for. We do, at the Centre, encourage people to move on, if their career paths take them in that direction, but in this case, we must let them go because a politician changed his mind.

Violetta Walsh

Annual Report - Community Project Officer
Funded by the Department of Immigration and Ethnic Affairs

Although 1995 was a short year for me, since I took a 9 week holiday in June, nevertheless, it was a very busy and productive year focusing on promoting and representing the needs and issues of our target group. My work can be divided into the following categories: community development, youth, newly arrived migrants and immigration case work and related projects.

Community Development

- **Orientation program** successfully continued during 1995. Over 50 participants have graduated this year. One program was offered in Newcastle to the students of AMES English classes and the other at the Central Coast. This program gives new arrivals an understanding of their rights and responsibilities, as well as knowledge of services available to them and how they can be accessed. 80% retention rate indicates the importance and relevance of the program.
- **Evening English Classes** have been offered at the Migrant Resource Centre during 1995 to people who found it difficult to get to classes during the day, or want some additional hours of English tuition. Many new arrivals attended these classes. Classes are conducted by TAFE Outreach program. With the present restructuring of TAFE, we are not certain of the guarantee of such classes for 1996.
- **ITRAC (Information Training Resource Action Centre) Access & Equity Steering Committee**, a Central Coast based project which looks closely at the Access and Equity Issues for the region. A directory will be produced outlining the demographic and service profile of the Central Coast. The aim of this document is to ensure mainstream services are accessible to all groups including people of non-English speaking background in the area and to ensure that members of the target groups do receive an equitable outcome as a result of service provision.
- **Hunter Area Co-ordination Grant Steering Committee** is set up to support and direct a consultant who looks at improving communication and consultation processes within the human services sector. My involvement with this committee ensures the NESB participation in the production of a suitable model for this process. A specific consultation was organised by me with ethnic workers who work in the Upper Hunter region.

Youth Sector

- **Hunter Ethnic Youth Advisory Network** has been supported by me since 1993. Sharing information, advocating on their behalf and liaising with other youth services in the region. Promoting their organisation in my training and information sessions. Making them aware of the issues of importance or interest. As a joint venture with HEYAN I organised a presentation by the Police Department of a video and a lecture on the danger of drinking and driving. It was a successful evening.
- **Hunter Inter-Departmental Committee on Youth Affairs Monitoring Sub Committee's** overall aim is to monitor, review and report on, the progress of the Hunter Regional Strategic Plan for the provision of Youth Services. When further action is required by the Interdepartmental Committee, recommendations are brought by the sub-committee to the IDC meetings. Where an organisation, sector or government department is listed as having responsibility for a particular strategy, the sub-committee will advocate to them.
- **ECC MAPS Youth Project** is launching a report on NESB Youth's needs and regional profiles. As a member of the steering committee, I was involved in the monitoring of the project. Findings of the research drew much attention from the media.

- **GIA Cooperative Working party on Youth issues** have produced a report on Ethnic Youth and a directory of services and contacts available to them, not only in Sydney Metropolitan area but also in rural regions. I had to ensure that the specific issues related to regional and rural youth were included and provided the committee with appropriate contacts for the North and North West of the state.

Immigration Casework and Related Projects

- **Migration Agents Consultative Forum** - foundation of this Forum was prompted by the numerous changes in the immigration law and lack of support for the Registered Agents in the region. The Forum looks at how best to share information, consult with its members regarding specific cases and provide training for its members. It's wide representation indicates the need for such a support structure. Members come from Legal profession, community sector and community groups. This year we have offered 2 training programs and 2 information sessions.
- **DIEA Ethnic Workers Network** - this is a network of all interested workers who deal with immigration issues. During the meetings Department of Immigration presents relevant information and offers answers to numerous questions from the floor.
- **Case Work** - regardless of the fact that we have an extra two Migration Agents and the fact that I was away for 2 months, I had 68 face to face consultations and 163 phone enquiries this year. People come from 25 different backgrounds with the top three being - Bosnian, East European and Chinese, presenting a variety of problems. I am sure that we get the most difficult cases.

This Project offered support to the following services during 1995:

Hunter Rehabilitation Service
 Newcastle Youth Development Officer
 DEET Youth at Risk Pilot Project
 ECC MAPS Youth Research Project
 GIA - NESB Youth Working Party
 Wallsend Community Youth Project
 Commstrength Foundation
 John Hunter Hospital
 Lake Macquarie Community Services
 Hunter Ethnic Youth Advisory Network
 Hunter Regional Youth Health Forum
 Migrant Interagency
 Youth Interagency
 Lake Macquarie Interagency

Hunter Community Council
 Hunter Refugee Support Committee
 Hunter Immigration Agents Forum
 DIEA Ethnic Workers Network
 ITRAC Access and Equity Committee
 Hunter IDC on Youth Affairs
 Hunter Area Coordination Committee
 Refugee Resettlement Working Group
 Central Coast NESB Issues Interagency
 DSS - Migrant Access Committee - Sydney
 Youth Crime Prevention Committee
 Gosford Interagency
 Port Stephen Interagency

General

When required I provided cross cultural training/information sessions. This year I presented sessions to Mayfield West Public School, Circuit Breaker x 2, RYDON Youth Conference, Lifeline, TAFE classes, Swansea Cottage Multicultural Group. I have supervised a TAFE student who is with us on her 112 hour placement.

To end my report, I would like to thank Violetta and the staff at the Migrant Resource Centre for their support, and especially Lulu Tantos who was acting in my position when I was on holidays.

Irina Lupish

ANNUAL REPORT 1995
GIA COMMUNITY DEVELOPMENT WORKER

Introduction

1995 has seen the initial fruition of the Department of Immigration and Ethnic Affairs "Rural Settlement Strategy", to which this project applies. The Table below reflects the role the project is playing in this strategy with an increase in outreaching, policy development and training/community education.

Table 1 - Work undertaken by GIA 1 project.

Type of Work	YEAR		% Change
	1994(%)	1995(%)	
Outreaching	23.0	26.4	3.4
Networking	11.0	6.0	-5.0
Policy Development	18.0	24.0	6.0
Training / Education	19.0	23.6	4.6
Consultation	29.0	20.0	-9.0

Outreaching

Six visits were made, supporting work by community organisations at Wellington, Bathurst, Coffs Harbour, Lismore, Grafton, Port Macquarie, Woolgoolga, Dubbo and Lightning Ridge. Work at Wellington and Bathurst has been in support of the two Grant-in-Aid workers employed in those centres. The achievements of these new positions have been considerable, with the profile of migrant settlement of the Central West and the concomitant issues being raised with government and non-government service providers. This has been undertaken with cultural awareness programs, involvement of the media to raise issues of concerns, participation of major government service providers with the local community and at Wellington an extensive and very successful community festival focussing on the contribution to NESB Australia and in particular Wellington.

Work along the North Coast has been similar to that in the Central West. However, issues on the coast have been voiced and promoted through a number of outlets, especially the North Coast Migrant Workers Network. Outcomes have been a greater sensitivity by government departments of the needs of people of non-English speaking people in this area, an expansion of Department of Immigration Outreaching program to Lismore and the funding of expanded language services by the Department of Health. The funding of two new Grant-in-Aid positions at Coffs Harbour and Woolgoolga, respectively, have also been outcomes of this work.

Policy Development

Continued participation on a number of decision making committees has enhanced the objective of this project. This has allowed access by the GIA project an input into the directions of the work programs of Migrant Liaison Officers with the departments of

Social Security and Employment, Education and Training. In addition, a consistent input into a number of Government and non-government organisations has created a greater awareness by this project of the needs, especially of rural and remote settlers of NESB. This included the participation at Dubbo of the GIA worker as a speaker at the first Rural Issues Conference. Indeed, he presented the only paper given on people of NESB living in rural area.

Training and Education

Cultural Awareness training to community and government organisations has continued through this year. The range of groups involved has varied, extending from participants of labour market programs, organisations running employment programs, participants in programs focussing on providing services to the aged, school students, TAFE welfare students and members of the Western Area Neighbourhood Centres Forum.

Support for the development of students has meant that a number of students have been placed with the GIA worker. In these instances, students have been encouraged to complete worthwhile projects including, a study of children of NESB and their access to foster care and examination of families of prisoners of NESB and their needs in the northern area of NSW.

Consultation and Networking

Consultation and networking with a range of organisations continues. This work has also varied with some organisations seeking advice on how to access or better improve their client base to include people of NESB while others continue to seek information on the origins and development of specific communities. Community organisations on the other hand, have required support in completing submissions for funding, which has usually been in the form of developing projects for people of NESB to utilise the community organisations.

Migration Agent Work

Time has also been spent by the GIA worker in performing Migration Agent work. This has taken the form of assisting with the completion of migration applications and general advice. Among the more unique experiences this year have been enquiries from people who have wished to sponsor friends and fiancées developed by way of the "Internet".

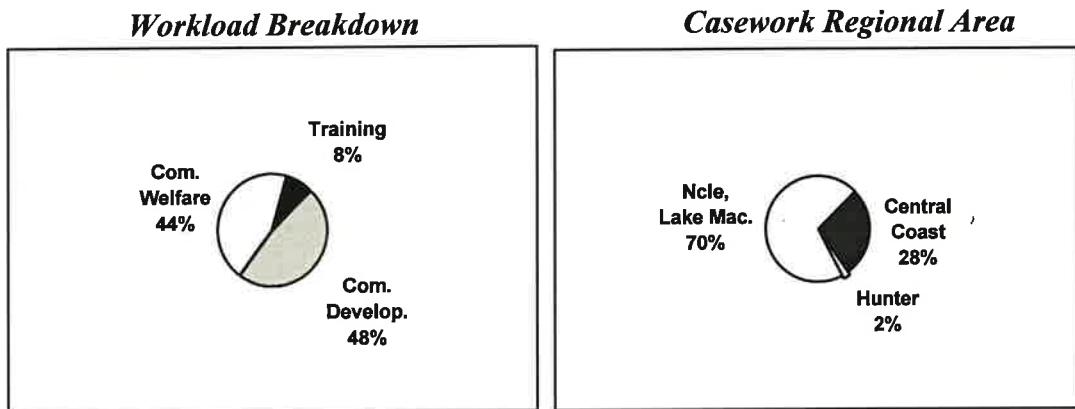
Alex Burns

ANNUAL REPORT 1995

GIA II - Community Welfare Worker

It has been a very busy year. My work for the last 10 months included the following:

- ◆ Casework
- ◆ Groupwork
- ◆ Training
- ◆ Community involvement



During this year I have worked with 151 individuals or family units. These clients come from 28 different backgrounds.

Problems that were presented included Commonwealth Employment Service (CES), Department of Social Security (DSS) matters, housing, legal, real estate, Adult Migrant English Service (AMES), Department Immigration and Ethnic Affairs (DIEA), settlement issues, general support.

I am also assisting clients with migration issues; sponsorship, family reunion, citizenship, many phone enquiries, since I have received my registration certificate as an agent.

Liaised with the following organisations on behalf of clients:

CES, DSS, banks, AMES, education, Department of Housing, Real Estate agents, Migrant Health Service, Ethnic Affairs Commission, Department of Immigration and Ethnic Affairs, hospitals, Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, Bosnian Embassy, Working Women's Centre, Hunter Community Legal Centre, Insurance companies, Women's Refugee Centres, Newcastle Legal Centre, Telecom, St Vincent de Paul, Smith Family, Red Cross, Salvation Army, etc.

Groupwork

Several women's groups have been developed and supported to promote the access of women of NESB to services in the Hunter and on the Central Coast. A Bosnian Women's Group has been established, they meet once a month at Wyong Community Neighbourhood Centre on the Central Coast.

Migrant Women Assistance Network has now taken direction with my participation. This group meets once a month on the last Saturday at the MRC and is going very well.

I am also supporting the Bosnian Community Refugee Support Scheme of Newcastle by general information sharing

Muslim Women Support Group meets monthly and will continue to support them. A Bosnian Youth Group was established on 19/8 at the MRC and participated at Fiesta Parade for the first time. The band received \$150 for their performance and received very good feed back. It was a big day for all Bosnian Community.

Training

Throughout the year I have taken part in several training programs offered by the MRC. These included:

- 2 day Immigration Law Workshop
- Domestic Violence Court Support Scheme
- Housing Planning of NESB
- DIEA training: Presentation and Public Speaking Program Planning
- Evaluation Disaster Welfare
- Working with Refugee families etc.

Outreach

Outreach work on the Central coast occurs twice a month on a regular and ongoing basis. Thirty seven families have been part of an outreach case work provision. These families, mostly refugees and women have utilised the MRC's 008 telephone number in seeking support and information. A few information sessions have been given at Wyong and Wyoming Community Centres. Support was given to the "Multicultural Festival". Irina's Orientation Program for the Central Coast started on 31 Oct. 12 participants attended from different backgrounds, Bosnian, Somalian, Pakistani, Latin American. The aim of this program is to assist the settlement process of newly arrived migrants and raise awareness of existing services and how to access them. More Bosnian refugees are coming to this area

Community Involvement

Migrant Women's Assistance Network
Migrant Women's Working Party
Hunter Migration Agents Consultative Forum
Bosnian Workers Network - Sydney
Refugee Support Network - Sydney
Newcastle Migrant Interagency - Gosford
Hunter Refugee Support Network
Hunter Migrant DSS Advisory Community Forum
Department of Immigration and Ethnic Affairs Workers Network
Newcastle Domestic Violence Court Support Scheme
Department of Housing NESB Forum.
Bosnian Youth Group
Bosnian Women Support Group (Central Coast)

Overall a very rewarding year. My thanks go to our Coordinator, MRC staff and the Management Committee for their friendship and support.

MIZA TORLAKOVIC

WORKPLACE

- ANNUAL REPORT

**FUNDED BY NSW DEPARTMENT OF TRAINING AND EDUCATION
CO-ORDINATION**

The aim of Workplace is to provide on-going one to one employment and training assistance to NESB youth in the age range fifteen (15) to twenty-four (24) years.

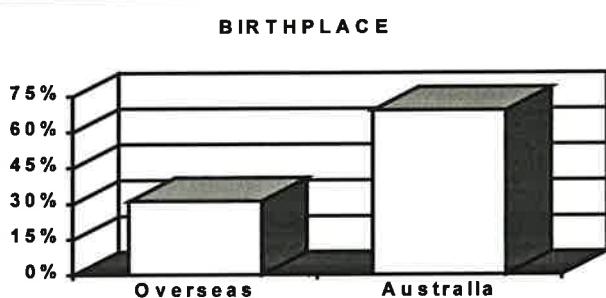
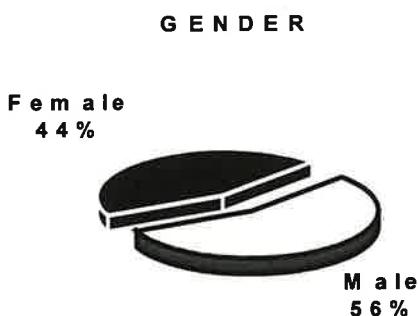
The program aims to assist young job seekers overcome barriers to employment such as:

- * Lack of information about; career options, job opportunities, CES services, TAFE, and other training providers.
- * Lack of work experience.
- * Lack of job search and interview skills.
- * Inappropriate or insufficient skills or education for the desired career.

These are the Statistics for the period from Nov94 to Oct95.

TYPE OF PLACEMENT	DIRECTE TARGET	WORKPLACE OUTCOMES
Employment	65	57
Long Term Training	15	12
Interim	20	20
<hr/> TOTAL	<hr/> 100	<hr/> 89

Client Data...



- It may be noted that many of the young people born in Australia from NESB were assessed as facing significant Cultural and Educational barriers. A small % who were born in Australia but who had grown up and who were educated in another country were also assessed in having language, cultural and educational barriers.

New Clients assisted in order (No.) of Ethnic Backgrounds;

Macedonian, Anglo, Italian, Greek, Fillipino, Indian, Tongan, Yugoslav, Chinese, New Zealander, Japanese, Spanish, Romanian, Croatian, Samoan, Russian, Sri Lankan, Vietnamese, Polish, Egyptian.

- The program was assisted by Lin Jin and Melissa Gao. I would like to thank them for their excellent support

SUMMARY:

Thanks to the Management Committee, the Coordinator and fellow staff for their assistance throughout the year.

Steve Stojcevski

SPECIALIST MIGRANT PLACEMENT OFFICER'S

ANNUAL REPORT 1995

FUNDED BY THE MIGRANT SKILLS AND QUALIFICATION BRANCH

STATISTICAL OUTCOME KEY PERFORMANCE INDICATORS

From February until the end of October 1995. The statistical outcome for this period is as follows:

-No. of clients to achieve full-time employment	42
-No. of clients to achieve part-time/casual employment	18
-No. of clients to achieve temporary employment	3
-No. of clients enrolled in long term training (ie 12 months) full-time	10

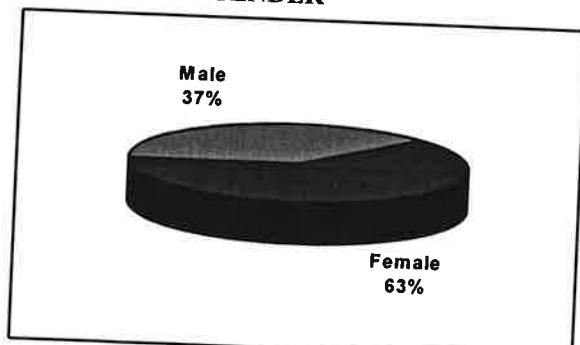
SECONDARY PERFORMANCE INDICATORS

-No. of clients assisted	262
-No. of clients to achieve work experience placements	16
-No. of clients enrolled in short term training	53

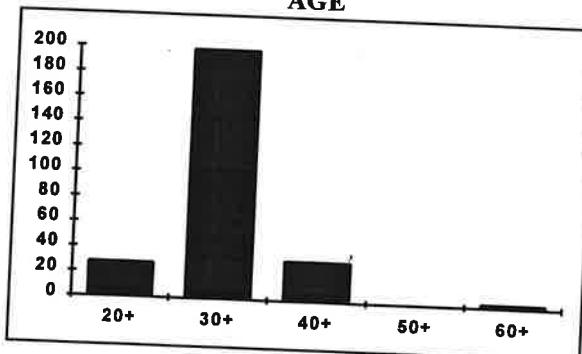
OCCUPATIONS					
Analyst	6	Fitness Trainer	1	Personal Carer	18
Programmer					
Accountant	9	Hairdresser	3	Police Officer	1
Bank Teller	1	Immunologist	1	Registered Nurse	12
Clerical	42	Lecturer	2	Social Worker	5
Dentist	2	Librarian	3	Swimming Coach	1
Doctor	3	Language Specialist	1	Small Business Proprietor	
Engineer	36	Optometrist	2	Solicitor	3
Enrolled Nurse	2			Teachers	9
TRADES					
Auto Electrician		Forklift Driver		Metallurgist	
Builder		Geologist		Meteorological	
Blacksmith		Hydraulic Technician		Plumber	
Beautician		Journalist		Radio Tech	
Carpenter		Metal		Stone Mason	
Dressmaker		Mechanic			

CLIENT PROFILE

GENDER



AGE



CLIENT'S ETHNIC BACKGROUND

Argentina	1	Former Yugoslavia	47	Macedonia	19	Seoul Korea	4
Afghanistan	1	Fiji	4	Malaysia	8	South Africa	1
Belgium	2	Germany	5	New Zealand	2	Spain	4
Bulgaria	3	Greece	4	Philippines	39	Sri Lanka	11
China	11			Poland	8	Switzerland	1
Colombia	2	Italy	2	Pakistan	4	Tongan	5
Chile	4	India	29	Russia	2	Turkey	6
Dutch	2	Japan	2	Republic of Tanzania	1	Thailand	2
Egypt	2	Kenya	2	Romania	4	U.K.	2
					4	Vietnam	4
					1	Western Samoa	6

COURSES

In 1995, the following courses were funded under SMPO Special Project Funding; Access to Small Business

Innovative Employment Strategies for Engineers and Para Professionals

As SMPO I assisted in the recruitment and placement of the following courses;

Training Work Placement Program Clerical (Power Business College)

Grafton Job Club Filipino Women's Project. (DTEC Grafton)

OVERSEAS QUALIFICATIONS

In excess of sixty recognition cases have been processed by this project.

ADVOCACY

Advocacy case load has been rather full due to a number of factors. The main area of concern has been with overseas qualifications and clients expectations and perceptions of their academic qualifications measuring up to Australian standards.

OUTREACH

SMPO project has been fairly mobile this year, I have worked on the Central Coast when A.M.E.S. was still operating, assisting people with overseas qualification recognition, work experience placements, resume and applications letters and other employment related issues.

The Grafton project has absorbed a considerable amount of time and I am pleased to say that I placed all the participants into work experience and results are now showing positive outcome in the form of employment.

I also accompanied the Co-ordinator and Alex Burns GIA on a trip north. We visited Port Macquarie, Coffs Harbour, Woolgoolga and Grafton and assisted people with overseas qualifications, and information at community organisations and DTEC offices.

GUY TAYLOR

GET STARTED PROGRAM - ANNUAL REPORT
FUNDED BY THE NSW DEPARTMENT OF TRAINING AND EDUCATION COORDINATION

Objective: To improve the long term employment prospects of young NESB people, aged 15 to 24 years, by providing job-search skills, personal development training and structured work experience.

Program Details.

There were six 6-week courses conducted this year with one outreach course in Nelson Bay. Each course involved two weeks intensive training in job search techniques and personal development after which four weeks' work experience, preferably in an employment area of the client's choice, was undertaken.

Total Number of Participants: 66

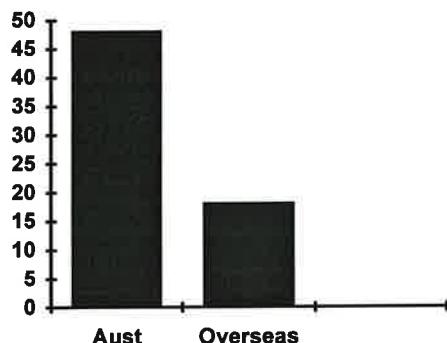
Participants' Profile and Program Outcomes.

Participants were from 23 different ethnic backgrounds and more were Australian than overseas born.

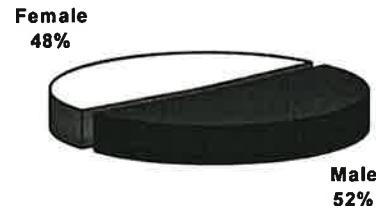
Ethnic Backgrounds.

Aboriginal	Anglo	Argentinian	Chinese
Croatian	Fijian	Filipino	German
Indian	Irish	Italian	Japanese
Macedonian	Malaysian	Polish	Romanian
Samoan	Serbian	Spanish	Swedish
Tongan	Welsh	Yugoslav	

Birthplace.



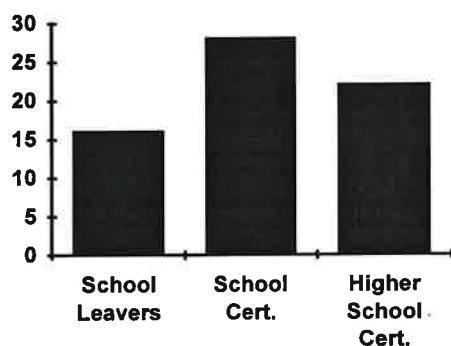
Gender.



There were more male than female participants who completed the program.

Age.

The majority of participants were aged 15 to 17 years of age.



Educational Level.

The majority of our clients had completed the School Certificate

Type of Work Experience.

The participants were placed in 35 different occupational areas. Work interests were distributed evenly, with the most frequent placements being in Retail, Kitchenhand, Clerical work, Waitressing and Automotive:

Source of Referral.

Most of our referrals came from Workplace, Newspaper advertisements, CES, Schools, ex-students and DSS letters.

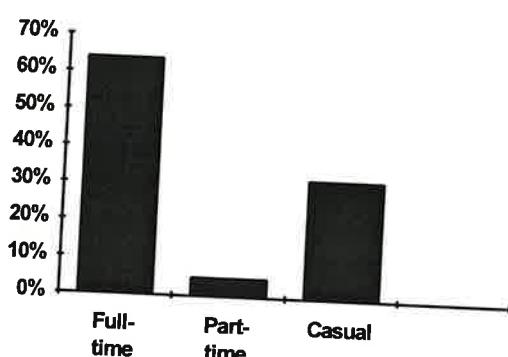
Overall Program Outcome.

76% of our participants moved into employment/further training. This compares with a figure of 49% for 1993 and 65% for 1994.

NB: This does not include the 9 participants who are currently on our final program (Course 6) for 1995 as at the time of writing this report they have not yet finished their work experience. The graduation will be held on Wednesday 29th November.

Of the total employment, more participants gained full-time than casual and part-time work. Females fared better in gaining employment.

Employment Basis.



Employment by Gender.



Recruitment.

This has been very extensive for each program and has ranged widely: schools, neighbourhood centres, paid and free advertising, CES offices, youth centres, government organisations, churches and sporting clubs. Increased contact with employers has brought wider community recognition while the schools' focus has been considerably strengthened, with visits to Year 10 days, mock job interviews and presentations on changes in the workplace.

Conclusion.

It has been very rewarding to be involved in this program - George for three and a half years and Cathy for two - and we would like to thank the Coordinator, Management Committee and fellow staff for their support, assistance and friendship throughout the year.

Cathy Johnston and George Puli'uvea.

MATURE WORKERS PROGRAM ANNUAL REPORT

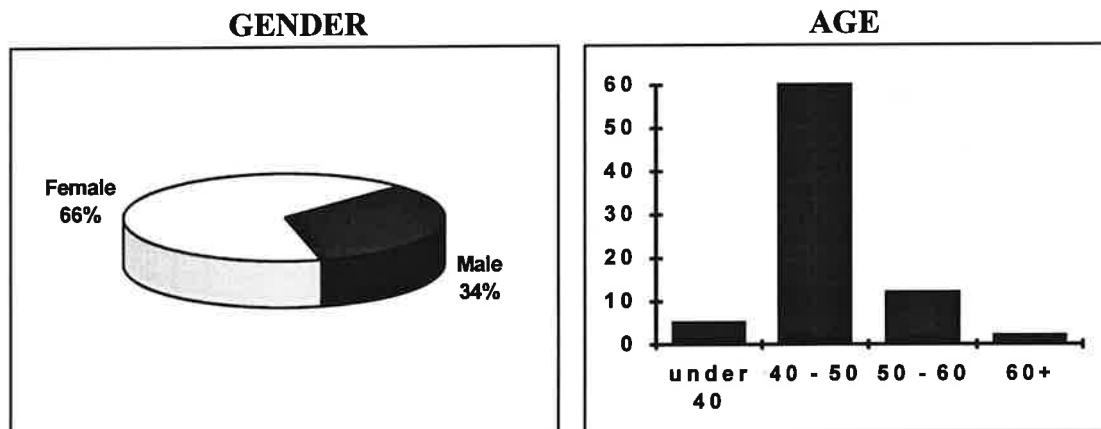
Funded by Department of Training and Education Coordination

The Mature Workers Project has been a one-off, nine month project funded through an enhancement grant, and aiming at assisting mature aged people, ie. over 40 years of age, to obtain employment.

A major feature of the project was an industry-specific training component, which addressed both labour market opportunities and community needs in the area of caring for aged people, particularly those from a NESB background. The target group for this training was mature aged people, primarily NESB women.

CLIENT PROFILE

There were 79 clients registered during the nine months from February to October, with 150 individual consultations in addition to initial interviews. All the clients except one were born overseas.



<u>CLIENTS' ETHNIC BACKGROUND</u>					
Macedonian	10	Chile	2	Sri Lanka	1
Philippines	8	Egypt	2	Netherlands	1
Poland	8	U.K.	2	India	1
Germany	7	Russia	2	Former	
Bosnia	6	Australia	1	Yugoslavia	1
Italy	3	Algeria	1	Hong Kong	1
Mexico	3	El Salvador	1	Samoa	1
Serbia	3	Finland	1	Croatia	1
Spain	3	Tonga	1	New Zealand	1
Greece	3	China	3	Ukraine	1

AGED CARE WORKER COURSE

After an intensive recruiting / promotion campaign over 70 people attended the Information Session. From these 18 were selected, 15 female and 3 male, and commenced the 12 week full-time course on 1st May. The curriculum and delivery of the training was contracted to the Hunter Area Health Service, and we were very satisfied with all aspects of this professionally presented and co-ordinated course. Some of the subjects in a comprehensive curriculum included a Senior First Aid Certificate, Anatomy and Physiology, Personal and Professional Development, Cultural Issues, Job Search, with lectures from some of the top people in the H.A.H.S. and the aged care field. There were also 2 weeks work experience in nursing homes and hostels.

The motivation, attendance and participation of the students were excellent, and 17 graduated at a well-attended ceremony on 21st July. At this stage, 9 are employed, 5 in nursing homes/hostels, 2 in Home Care services, and 2 in other fields, the majority in permanent part-time jobs of 30+ hours per week. 4 are doing voluntary work in nursing homes and have received positive indications that they will be offered employment when funding is available early next year.

OVERALL OUTCOMES:

Of the 79 registered clients:

- ♦ 20 obtained employment
 - 9 full-time
 - 5 part-time
 - 6 in full-time casual work on a contract basis.
- ♦ 30 were in full-time training
- ♦ 17 were in Interim Placements, which included casual work, short and part-time courses, and work experience.

This exceeded the Mature Workers Program targets of 1 employment/training placement per week, ie. 36 placements for 9 months.

CONCLUSION

My secondment from Get Started to Mature Workers has given me a challenging and rewarding 9 months. This also included a steep learning curve when I was part of a DTEC committee which produced a draft document setting out Competency Standards for Employment Officers. It's been a good year, and I thank Violetta, the Management Committee and fellow staff, especially members of the Employment Team, for your assistance and support.

Pat Dring

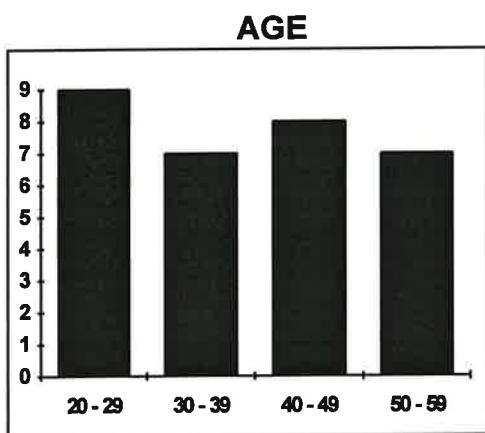
CONTRACTED CASE MANAGEMENT ANNUAL REPORT

**Funded by the Employment Services Regulatory Authority (ESRA)
under the Working Nation initiatives.**

The MRC has been accredited as a Specialist Provider in the new Contracted Case Management (CCM) system, and has contracted to take 50 NESB clients of open age in the current funding round. To date this case load has been divided among four workers in the State Employment Programs who are remunerated for their CCM workloads on a separate and additional basis.

To date we have signed agreements with 31 clients; 18 males, 13 females, from the following ethnic backgrounds:

Former Yugoslavia(4), Macedonia(4), Samoa(3), China(2), Russia(2), Bosnia(2), Vietnam(2), Fiji, El Salvador, Philippines, Turkey, Netherlands, Egypt, Lithuanian, South Africa, Oceania, Spain, Greece and Australia.



In its early stages CCM has had teething problems, but we see it as a valuable service to our NESB clients in that it opens up opportunities that would otherwise be unavailable, eg. only case managed clients are able to be referred to New Work Opportunities training courses. CCM is a major part of Working Nation funding, and with the recent addition of 28,000 to the number in CCM in 1995-96, and further increases in the following 2 years, it would seem to be the way of the future.

Pat Dring, Cathy Johnston, George Puli'uvea and Steve Stojcevski

1995 ANNUAL REPORT

FAMILY SUPPORT WORKER - SHARON NICHOLS

NEEDS

- Lack of a Multicultural generalist caseworker.
- Lack of appropriate information and referral services for people of NESB regarding services relevant to needs.
- Lack of access by many NESB families and individuals to mainstream services.
- Family breakdown, domestic conflicts frequently arising as a result of poverty.
- Social isolation especially among women of NESB.

OBJECTIVES

- Through the employment of a trained welfare worker, sensitive to cross cultural issues to provide culturally relevant and accessible information services to a multi ethnic clientele.
- To facilitate their access and participation in necessary services. Special focus: employment and training.
- To advocate on behalf of NESB clients with a variety of mainstream referral agencies.
- To provide individual casework.
- To support women isolated by socioeconomic and/or cultural factors.

STRATEGIES

- Provision of information to target group, Centre based, and on an outreach basis in the Newcastle and Lake Macquarie areas.
- Linkages provided for NESB clients with relevant services.
- Liaison with relevant organisations to raise level of understanding of migrant experience.
- Support to individuals and families through case work.
- Emotional counselling, conflict resolution, budget management assistance.
- Back up support to individuals, predominantly women, involved in employment and training programs.

OUTCOMES

- Information was provided to 433 individual clients, 59% of the service to clients attending the Centre, and 31% during home visits to clients unable to access the Centre either because of financial, social or geographic resources.

Group information sessions were also provided in workshops on:

- Law and Domestic Violence.
- Cross cultural marriage in Australia.
- Conflict Resolution.

These were part of a team approach, collaborating with other Centre staff.

Clients were also assisted to gain access to other services. Sufficiently large, affordable housing was a major issue for several families with dependent children. Severe financial hardship issues also featured; 73% of clients were in receipt of Social Security benefits or pensions, 4% had no income at all. Clients were referred to a number of charitable organisations, and the worker also assessed clients for eligibility for electricity account subsidies and negotiated other financial matters for clients - rent, water and phone bills.

Access to employment and training programs was a significant activity; with 21% entering the various employment programs conducted by the centre (Job Club, Workplace, SMPO, and Get Started) of those 12% entered either full or part time employment. While a modest outcome, it was nevertheless pleasing to see some successful results in this area.

Liaison and networking activities with relevant services, agencies and forums was a high priority to advocate on behalf of clients, and/or to promote greater awareness of issues relating to people of NESB.

This occurred on 323 separate occasions. Referrals from outside agencies remained low (16). Public relations work resulted in the successful participation of some NESB families in the International Year of Family Calendar, and launch promotion.

The provision of casework and counselling services constituted the bulk of the work program. Counselling was largely across the following areas: General (with some information provision) 220, budget: 92, and relationship and family counselling 87, occasions of service. It is difficult to measure the success of this work. Every effort was made to seek mutually acceptable solutions to problems as presented, with options being offered for self help.

Crisis intervention constituted 10% of the caseload, with domestic conflicts, marital and intergenerational, predominant.

The actual client profile was ethnically highly diverse with approx 20 cultural backgrounds, 50% of the clients were recent arrivals to Australia, with less than 5 years of residency. Linguistic support was provided where necessary via phone, or face to face interpreters, or bilingual centre staff.

The client base was quite significantly female, some 74% of all client contact.

Overall the project was well utilised, amply demonstrating the value of a generalist multicultural service with a casework role, in contrast with the very specific issue projects that are more usually funded. Client feedback was generally very positive. Time constraints are an issue, with a demanding Centre based role.

Management and staff thank Sharon for her efforts on behalf of clients, and wish her every success in the future as Coordinator of the Multicultural Neighbourhood Centre.

1995 Annual General Report
Petrona M.C. Kelly - Filipino Welfare Worker

Funded by the Department of Community Services

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

Once again, this year my work consisted of casework, community development, outreach, and I have attended various meetings, training, seminars and conferences.

Casework:

Most of my work has been centre-based assisting Filipinos, mostly women in cross-cultural marriages who are in domestic violence situations and required emergency accommodation/housing and access into a range of financial and legal institutions.

During the year, there was an increase in the number of Filipinos who are new arrivals and have sought assistance as they lack knowledge of their rights and relevant information as to their immigration status. Most often, as a result, the women are vulnerable to exploitation and manipulation by their spouses.

Problems Presented were as follows:

Domestic Violence	Immigration	Education
Separation and Divorce	Unemployment	Direct Welfare
Housing and Accommodation	Property Settlement	Child Abuse
Health and Mental Health	Death and Bereavement	Financial
Family and Marital Problems	Department of Social Security	Tenancy Problem
Isolation and Depression	Language difficulty	Child Maintenance
Child Access and Custody	Department of Housing	Legal Matters

Outreach Work:

The one-day Singleton Outreach based at Singleton Neighbourhood Centre is continuing on a monthly basis - assisting, meeting and visiting Filipinos in the area. During the year, I have maintained a fairly regular contact with Filipinos in the Mid and Upper Hunter. I had several meetings with the Filipino Women's Support Group in Scone and the Muswellbrook areas. Single visits have been made to Dungog, Maitland, Cessnock, Kurri and Muswellbrook. Jerry's Plain had been visited twice. Likewise, I had visited a Filipino in a Women's Refuge Centre in Tamworth and also in the Central Coast.

Community Development:

From time to time, I have organised information sessions for the community aimed at keeping them abreast with information and improve their quality of life, make them aware of their rights and be familiar with other services.

The following were organised for them:

- Filipino and other NESB Women Information Day
(Singleton -Information Kit in several languages was provided to all participants).
- Breast Screening for Filipino Women (MRC)
- Commercial Cookery Information Session (TAFE Hamilton)
- Department of Employment, Education and Training Information Sessions (MRC)

- Department of Social Security Information Session (MRC)
- Immigration Forum (MRC)
- Campaign Against Sex Tourism and Trafficking in Filipino Women (MRC)
- Video Showing: Marrying and Migrating to Australia (MRC)
- Needs and Issues of Youth from NESB (MRC)
- TAFE Courses Information Session (MRC)
- Filipino Attitude and Beliefs about Common Illnesses (MRC)
- Improving Relationships (Lifeline)

Training etc:

Throughout the year, I have attended various training, seminars etc which are very valuable help to my work. These included:

- Consumer Affairs Community Workers Seminar
- New Law for Community Services
- Legal Issues of Family Support Work
- Department of Community Services Workshops (Adolescents and Child Protection)
- Women and Work Training Seminar
- Department of Housing Consultation
- Domestic Violence Court Support Scheme Training
- Women and Family Law
- Aged Care Seminar
- Public Speaking and Presentation Skills
- Program Planning and Evaluation
- Immigration Law Workshops
- Disaster Welfare Introductory Training
- Inter Agencies and Networks Workshop
- Consultation Meeting with Commission on Filipinos Overseas

Others:

I have assisted several students from TAFE and the University of Newcastle doing Welfare courses /degrees in their research work relating to cross-cultural marriage issues. In June, I was invited as a speaker by the Singleton Department of Housing during their Information Day. Likewise, I was a guest speaker in a 3-day Seminar on Separation and Divorce organised by Lifeline for its Telephone and Face-to-Face counsellors speaking on Filipina Culture and Migrant Women's Issues.

I had the pleasure too, of involving myself and one of my co-teachers at the Filipino Community Language School, Rey Bucao in teaching the history and sharing information about the Philippines to students of Mayfield West Demonstration School, in their multicultural study celebrating Universal Children's Week.

I also acted as one of the 3 members of the Selection Committee in the culling and interview of applicants for 2 teaching positions in Architectural Drafting in TAFE Newcastle Campus.

In the coming year, I will have the opportunity to be one of the members of the Advisory Committee of the Co-ordinator of the Hunter Domestic Violence Court Support Scheme as I accepted her invitation.

Altogether, I have had a hectic but satisfying year! Finally, I would like to thank the Management Committee for their valued support to the Filipino Welfare Project.

PET KELLY

ANNUAL REPORT 1995
Spanish Speaking Welfare Worker
Funded by Ethnic Affairs Commission of NSW

During my year of employment (Nov 94 - Oct 95) I worked with 50 clients who required assistance on 293 occasions. Forty per cent of these clients arrived in Australia after 1991.

The clients came from 12 Spanish speaking countries. These are: Argentina, Bolivia, Chile, Colombia, Dominican Republic, El Salvador, Honduras, Mexico, Panama, Paraguay, Peru, Uruguay and Spain.

The main problems that were presented included domestic violence, divorce and separation, isolation, housing, immigration matters, unemployment, health, DSS and legal issues.

Clients were provided with counselling, advocacy, referrals, information and ongoing support. Some home and hospital visits took place, and in some instances clients were accompanied to government departments such as Department of Social Security and Department of Housing.

Outreach work was provided on the Central Coast on a monthly basis. Part of this program was the formation of a social support group for isolated people.

Department of Social Security Information Sessions were organised for the Spanish speaking people of both Newcastle and the Central Coast in conjunction with the Migrant Liaison Officers'.

Assistance was given on several occasions to a number of agencies who have had to deal with Spanish speakers in one way or another. These included primary schools, high schools, and welfare agencies.

During this year I attended meetings, workshops, seminars, and I became a member of the Latin American Spanish School Committee. Some of the support that I have been able to give to the school includes promotion, referrals, the organisation of the Christmas and mid-term parties, and the organisation of the school participation in the Hamilton Fiesta parade.

It has been a very rewarding year and I look forward to continue working at the Centre in my new position of Family Support Worker. I take this opportunity to thank the management and staff for their guidance and support.

Marcela Sutcliffe

MULTICULTURAL DEVELOPMENT PROJECT

People of non-English speaking background (NESB) experience barriers to having equal use of services and a fair share of resources. Linguistic and cultural diversity must be taken into account, when developing mainstream programmes and services, to ensure that they are accessible to the multicultural community. Some difficulties experienced include:

- ♦ services are not able to deal with people who are not fluent in English;
- ♦ services are not promoted or advertised in a way that reaches people of NESB;
- ♦ services are provided in a way that is culturally unfamiliar; and
- ♦ when people of NESB attempt to use a generalist service it is inappropriate to their needs.

To address this area of concern The Department of Community Services (DCS) called for expressions of interest to participate in a pilot project called the Multicultural Development Project (MDP). The Migrant Resource Centre of Newcastle and the Hunter (MRC) expressed interest and was accepted as the Auspice for the Newcastle Project.

The Multicultural Development Project in the Hunter began operation in January 1994. It was part of a pilot project with three other DCS Areas. The MRC was funded for 18 months to undertake this project specifically aimed at the DCS Area of Newcastle (covering Newcastle and Lake Macquarie Local Government Areas). This project was extended until September 1995.

OUTCOMES

Demographic Material

The collection and analysis of relevant demographic material proved itself as an important strategy. The document "**Multicultural Lake Macquarie and Newcastle - Demographic Indicators**" has been widely distributed well beyond the target group and has been supplemented with further material from the EAC yearbook. This was the first time many of the services had been provided with information in a form relevant to their target groups. We hope that this material and the format will be reproduced after the 1996 census and be provided in an ongoing form by the MRC .

Management Training

A training package was developed specifically for delivery at management committee meetings. It was agreed that to adequately reach community members of management committees training need to be designed in such a way as to be presented to each committee individually. The package was offered and presented in the last part of 1994 to 5 committees. As well the package was incorporated in a training package presented to over 50 workers from the Samaritan Foundation (the Anglican charity in the Hunter) and a variation was presented to over 20 workers in the Community Services Division of Lake Macquarie Shire Council.

Forum Training

Rather than developing special event training we decided to attempt to take training to already existing venues. We did this with the Neighbourhood Centre Forum and delivered two training sessions in the use of language services and in the use of the Planning Manual for Community Services.

Resources

The services have welcomed the Planning Manual and are waiting with anticipation the proposed welcome poster. A range of local resources have been added to the manual. A launch and training session in the use of the manual with 12 services represented was held. The launch of the Community Planning Manual was addressed by Lorraine Norton a commissioner on the Ethnic Affairs Commission.

Outreach

Made successful links with existing ethnic services ably assisted by existing MRC linkages. Presented a successful "how to write a submission" for the Ethnic Community Council. The Ethnic Community Council and the Multicultural Neighbourhood Centre have both used the MDO position for advice and liaison purposes on a range of issues including employment matters and on liaison with Council on various matters.

From the work undertaken by the project the MRC was able to contribute a strong submission to Newcastle City Council's Consultation Protocol about the special needs of ethnic communities. This submission has been followed up by the Council requesting the MRC to tender to provide Access and Equity training for the Council staff.

The MRC included the experience of the MDP in its submission to the House of Representatives Standing Committee on Community Services Inquiry into Access and Equity.

The model implemented through the Multicultural Development Project is a resource efficient mechanism for addressing Access and Equity objectives for community based organisations in regional and rural Australia. By placing a resource worker to network with and resource the community sector, the resource position can provide the specialist support and advice lacking in the community sector. Further this position can sift and provide relevant policy development information and training packages. Finally such a position enables Access and Equity considerations to be effectively placed on the agenda of already existing training opportunities and provides a resource that is cross program based.

The experience of Government Departments and indeed private enterprise' is that to achieve corporate objectives one must resource the process so as to achieve the desired outcome. We see this reflected in the establishment of permanent positions such as E.E.O. Officers and Migrant Liaison Officers.

To hope for similar access and equity principles to be achieved in the community sector the process needs resourcing. Obviously resources are scarce and the proliferation of small agencies means that each organisation cannot receive special funding.

The real alternative is to take up the MDP model and fund key agencies to base an access and equity officer with a brief to resource, support and train the many small community groups who do not at present provide an adequate service to citizens of a non English speaking background.

Our experience is that such an approach would be welcomed with open arms by the greater majority of community based services who are at present looking for exactly this type of help. These services wish to be relevant to all Australians and only need the initial assistance along the path of access and equity.

RURAL ETHNIC INFORMATION NETWORK

This report is an opportunity to introduce the Migrant Resource Centre's new project the Rural Ethnic Information Network (REIN).

This project is a pilot project funded for 6 months to provide information on immigration and ethnic access issues for Community Centres and people of NESB in rural NSW. This is to be achieved by establishing a computer network with access to a considerable range of information. It is funded by the Department of Immigration under the Migrant Access Pilot Scheme (MAPS)

The objectives of the project are:

1. To assist in the development of ethnic and migration electronic information in regional/rural NSW.
2. To aid in the development of a comprehensive database of information (local demographics, local service networks, ethnic welfare services etc) to meet the needs of newly arrived, isolated migrants.
3. Facilitation of networking.

This project has only been in operation for one month. The first stage will be the installation of a modem in Wyoming Community Centre and should be finished mid November. The second stage will be installation at Bathurst and Wellington late November with the North Coast (Lismore and Coffs Harbour in early February.

The bulletin board "CareLink" is organised and the imputing of information will parallel the linking of the rural centres

There is at the end of this six month pilot project a possibility of linking into the Community Information Network (a Social Security project).

This is an exciting project which will bring real benefits both to isolated people of NES background in rural NSW and to the small community centre's trying to meet their needs. I look forward to preparing the final report detailing the projects success for next years AGM

CHRIS DODDS



Hunter Region Circuit Breaker

(Mrs) Chris Byrne
Course Co-ordinator
Newcastle & District P.C.Y.C.
Young & Melbourne Roads
Broadmeadow 2292

Telephone 049 623742
Fax 049 695441

Funded by the New South Wales State Government

Circuit Breaker is an after school programme which is run for NESB youth in years 9 to 12 in local high schools. One of the aims of the Circuit Breaker programme is to provide a facility for the assistance of young NESB people in the areas of Literacy, Numeracy, Personal Development, Study Skills and Job Search Skills. It also aims at stopping these young people from leaving school prematurely and thereby not fulfilling their potential in both studies and employment.

Project 5 of Circuit Breaker (the current programme) is funded by the N.S.W. Government through the Department of Training and Education Co-ordination to operate in the Hunter in the 1995/1996 financial year. The programme is once again sponsored by the Migrant Resource Centre of Newcastle and the Hunter Inc. and the Newcastle and District Police Community Youth Club.

Students attend 2 afternoons per week between 4pm and 6pm with sessions being held at the Newcastle and District Police Community Youth Club. The programme runs for a period of 12 months. As well as the subject areas mentioned above, the course includes a T.A.F.E. component, community visits, arts and crafts workshops, a labour market workshop and a camp which is held at Camp Mackay at Kurrajong. Previous projects have also been involved with the Hamilton Fiesta and the Newcastle Show and at present we are investigating the possibility of involvement in more community projects.

34 students graduated from the 1994/1995 Project . Each of the graduates received their Circuit Breaker Certificate of Achievement and an additional seven clients received a special certificate for Attendance, Attitude and Commitment. As is usual in the Hunter, a large number of local High Schools and a wide range of Ethnic backgrounds were represented

I came in as Course Co-ordinator during July, 1995 and at present the 1995/1996 Circuit Breaker Project has 51 students from 11 local high schools and over 20 different Ethnic backgrounds. At present this group of young people is showing signs of increasing their self esteem and their commitment to all aspects of the Project.

I look forward to the remainder of Project 5 as the current clients are showing every indication of developing into another group that is truly dedicated to Circuit Breaker and its ideals.

(Mrs) Chris Byrne
Course Co-ordinator.

ANNUAL REPORT COMMUNITY VISITORS SCHEME

The object of the Community Visitors Scheme is to improve the quality of life of Nursing Home Residents who risk isolation from the general community through limited family and social contact or because of linguistic or cultural reasons.

In 1994 - 95 we were allocated 18 visitors by the Department of Human Services and Health, but as is shown in our statistics, some volunteers went on a well deserved holidays, and one got married and withdrew. Sadly 3 of our residents died.

1994 - 1995 Statistics

	July	Aug	Sep	Oct	Nov	Dec	½ year	Jan	Feb	Mar	Apr	May	Jun
Brown Village	4	Resident Died											
Garden Suburbs (2 residents)	4	4	1										
Kara N.H. (2 residents)	1	1	1	1	2			2					
	4	4	5	2	4	4		3	1	3	2		On holiday
Learmonth Lodge	2	2	4	4	4	4		4	4	4	4	4	4
Maroba	2	3	2	2	2	2		2	2	3	3	2	2
Mayfield	4	1	1	1	2			2		1	1		
	4	5	4	5	resident died								2
Toronto	2	2	2	2	resident died								
Carey Bay					2	1		1	3	2	2	2	2
St Cath of Sienna										1			
Max Kolbe House	4	5	4	4	5			4	2	3	4	4	4
	4	5	4	4	4	2		1	3	4	2	3	3
	4		4	4	3	3		2	1	3	3	3	3
	2	2	2	2	2	3		1	1	1	1		
	2	2	2	2	2	3	2	2	3	2	3	2	2

As will be seen August and September of 1994 had the highest number of visits with 35 and 36 visits being recorded. This is despite one of the residents dying during this time. Overall the average number of visits per month was 28 visits.

Maximillian Kolbe had most visitors with 5 - 6 residents receiving 2 - 3 regular visits each month.

A minimum of twelve volunteers give their time as visitors throughout the year. We would like more visitors and have run campaigns with the media and the communities to recruit more visitors. Unfortunately, more volunteers for this program are still required.

ANN DUPREE

REGULAR CENTRE USAGE:

- Bosnian Youth Group
- Circle of Friends of Latin America
- Ethnic Choral Society
- Filipino Association of Newcastle
- Filipino Australian Society of the Hunter Valley Inc.
- Filipino Language School
- Greek Macedonian Community
- Greek Macedonian Brotherhood
- Hamilton Happy Walkers Club
- HEYAN
- Hippocrates Association
- Hungarian Group
- International Choir
- Italian Youth
- Latvian Relief Society
- Lettesi Association
- Mabuhay
- Macedonian Cultural Group
- Migrant Women's Assistance Network
- Newcastle Estonian Society
- Russian Choir
- Russian Youth Group
- Slovene Association
- Spanish Language School
- SPICE Community
- TAFE Outreach English Classes
- Tongan Choir
- Tongan Community
- Tongan Women's Group
- United Nations

OCCASIONAL:

- Community Project Officer Collective
- DEET Ethnic Services Meeting
- DIEA Network Meetings
- DIEA Information Sessions
- DSS Information Sessions
- Ethnic Communities Council of Newcastle.
- HAAS Consultations
- Hunter Adult Migrant Education Coordinating Committee
- Migration Agents Forum
- Migrant Interagency
- MRC Community Visitors Scheme Volunteers
- MRC Forum
- Youth Health Forum

USAGE BY CENTRE BASED PROJECTS - 1995:

- Access to Small Business Course
- Get Started Program
- Hunter Ethnic Parents and Teachers Association
- Job Club
- NEIS Pilot Program
- Pacific Islanders Welfare Project - Tongan and Samoan
- Spanish Welfare Project - Part-time
- "Welcome to the Hunter" Orientation Program (CPO)
- Various group information sessions and seminars.

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**
**ANNUAL FINANCIAL STATEMENTS
AND REPORTS**

FOR THE YEAR ENDED

30 JUNE 1995

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
A.C.N. 002 898 759

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**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
A.C.N. 002 898 759

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 1995

The Directors present their report together with the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Ltd for the year ended 30 June 1995 and the auditors' report thereon.

Directors

The directors in office at the date of this report are:

Hing Hung Chan	Lita Peverini
Alina Kizeweter	Enza De Stefano
Trudy Mills Evers	Bill Simanowsky
Teresa Lidwinski	Salati Pauli
Traje Trajanovski	

Principal Activities

The principal activity of the company during the course of the financial year was the provision of welfare and information services.

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

Result

The operating loss amounted to \$11,521 (1994: profit \$39,296).

Review of Operations

The company provided welfare services to the migrant communities in Newcastle and the Hunter Region which are funded by government grants.

Dividends

No dividend has been paid or declared since the commencement of the year and the Directors do not recommend the declaration of a dividend.

State of Affairs

In the opinion of the Directors there were no significant changes in the state of affairs of the company that occurred during the financial year under review not otherwise disclosed in this report or the financial statements.

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 1995

Events Subsequent to Balance Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect significantly the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

Likely Developments

It is not foreseen that the company will undertake any change in its general direction during the coming financial year. The company will continue to provide welfare services to the migrant communities in Newcastle.

Directors' Benefits

Since the end of the previous financial year no Director of the company has received or become entitled to receive any benefit (other than a benefit included in the aggregate amount of remuneration received or due and receivable by Directors shown in the financial statements, or the fixed salary of a full-time employee of the company or a related entity) by reason of a contract made by the company or a related entity with a Director or with a firm of which a Director is a member, or with an entity in which a Director has a substantial interest.

Dated at Newcastle on 27-11-95, 1995.

Signed in accordance with a resolution of the Directors:

E. D. Stefan

:Directors

M. Simancosky

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

**PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 30 JUNE 1995**

	Note	1995	1994
		\$	\$
Operating surplus/(loss)	2	(11,521)	39,296
Accumulated funds at the beginning of the financial year		188,342	149,046
Accumulated funds at the end of the financial year		176,821	188,342

The profit and loss account is to be read in conjunction with the notes to and forming part of the financial statements set out on pages 6 to 11.

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

BALANCE SHEET AS AT 30 JUNE 1995

	Note	1995	1994
		\$	\$
CURRENT ASSETS			
Cash	5	329,914	324,129
Receivables	6	499	9,009
Total current assets		330,413	333,138
NON-CURRENT ASSETS			
Property, plant and equipment	7	43,647	47,224
Total non-current assets		43,647	47,224
Total assets		374,060	380,362
CURRENT LIABILITIES			
Creditors and borrowings	8	136,842	145,606
Provisions	9	27,043	21,263
Total current liabilities		163,885	166,869
NON-CURRENT LIABILITIES			
Provisions	9	33,354	25,151
Total non-current liabilities		33,354	25,151
Total liabilities		197,239	192,020
Net assets		176,821	188,342
MEMBERS' FUNDS			
Retained profits		176,821	188,342
Total members' funds		176,821	188,342

The balance sheet is to be read in conjunction with the notes to and forming part of the financial statements set out on pages 6 to 11.

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 1995

	Note	1995	1994
		\$	\$
Cash Flows From Operating Activities			
Cash receipts in the course of operations		742,638	743,032
Cash payments in the course of operations		(735,822)	(681,061)
Interest received		9,239	10,042
Net cash provided by operating activities	14	16,055	72,013
Cash Flows From Investing Activities			
Payments for property, plant and equipment		(10,270)	(35,135)
Net cash provided by investing activities		(10,270)	(35,135)
Net increase (decrease) in cash held		5,785	36,878
Cash at the beginning of the financial year	14	324,129	287,251
Cash at the end of the financial year	14	329,914	324,129

The statement of cash flows is to be read in conjunction with the notes to and forming part of the financial statements set out on pages 6 to 11.

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995**

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The significant policies which have been adopted in the preparation of these financial statements are:

Basis of Preparation

The financial statements of the company have been drawn up in accordance with applicable Australian Accounting Standards, the Corporations Law and Schedule 5 to the Corporations Regulations. They have been prepared on the basis of historical costs and do not take into account changing money values or, except where stated, current valuations of non-current assets.

The accounting policies have been consistently applied and, except where there is a note of a change in accounting policy, are consistent with those of the previous year.

Income Tax

The company is not liable for income tax.

Non-Current Assets

The carrying amounts of all non-current assets are reviewed to determine whether they are in excess of their recoverable amount at balance date. If the carrying amount of a non-current asset exceeds the recoverable amount, the asset is written down to the lower amount. In assessing recoverable amounts the relevant cash flows have not been discounted to their present value.

Property, Plant and Equipment - Note 7

Acquisition

Items of property, plant and equipment are recorded at cost and depreciated as outlined below.

Depreciation

Items of property, plant and equipment, including leasehold improvements, are depreciated over their estimated useful lives. The straight-line and reducing balance methods of depreciation are used.

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Employee Entitlements

Annual Leave

The provision for employees' entitlements for annual leave represents the amount which the employer has a present obligation to pay resulting from employees' services provided up to balance date. The provision has been calculated at nominal amounts based on current wage and salary rates and includes related on-costs.

Long Service Leave

The provision for employees' entitlement to long service leave is calculated from the date of commencement of employment.

In determining the liability for employee entitlements, consideration has been given to future increases in wage and salary rates. Related on-costs have also been included in the liability.

Superannuation Fund

Contributions to employee superannuation funds are charged against income as incurred.

Grants

Government grants are not necessarily brought to account in the financial period in which the expenses relating thereto are incurred.

1995	1994
\$	\$

2. OPERATING LOSS

(a) Operating Revenue and Expenses:

Operating loss has been arrived at
after including:

Operating revenue

Grants received	721,724	733,731
Interest received or due and receivable from:		
Other persons or corporations	9,239	10,042
Other operating revenue	12,861	14,676
	<hr/>	<hr/>
	743,824	758,449
	<hr/>	<hr/>

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995

1995	1994
\$	\$

2. OPERATING LOSS (Continued)

Operating Expenses

Depreciation of:		
Property, plant and equipment	13,847	12,254
Amounts set aside to:		
Provision for annual leave	4,555	923
Provision for long service leave	8,203	12,320
Provision for relief worker	1,225	1,112
	<hr/>	<hr/>

3. AUDITORS' REMUNERATION

Amounts received or due and receivable
by the Auditors of the company for:

Auditing services	10,077	6,469
	<hr/>	<hr/>

4. GEOGRAPHICAL SEGMENTS

The business operates in the provision of welfare services industry in Australia.

5. CASH

Cash at building society	297,960	275,838
Short term deposits	31,954	48,291
	<hr/>	<hr/>
	329,914	324,129
	<hr/>	<hr/>

6. RECEIVABLES

Current		
Sundry debtors	499	9,009
	<hr/>	<hr/>

7. PROPERTY, PLANT AND EQUIPMENT

Leasehold improvements, at cost	20,190	20,190
Less: Accumulated amortisation	(15,513)	(14,266)
	<hr/>	<hr/>
	4,677	5,924
	<hr/>	<hr/>

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
7. PROPERTY, PLANT AND EQUIPMENT (Continued)		
Equipment, at cost	93,185	82,915
Less: Accumulated depreciation	(54,215)	(41,615)
	<hr/>	<hr/>
	38,970	41,300
	<hr/>	<hr/>
Total property, plant and equipment, at net book value	43,647	47,224
	<hr/>	<hr/>

8. CREDITORS AND BORROWINGS

Current		
Grants in advance	127,078	127,535
Sundry creditors	3,766	13,470
Accrued expenditure	5,998	4,601
	<hr/>	<hr/>
	136,842	145,606
	<hr/>	<hr/>

9. PROVISIONS

Current		
Provision for annual leave	24,706	20,151
Provision for relief worker	2,337	1,112
	<hr/>	<hr/>
	27,043	21,263
	<hr/>	<hr/>
Non-Current		
Provision for long service leave	33,354	25,151
	<hr/>	<hr/>

10. COMMITMENTS

The estimated maximum amount of commitments not provided for in the financial statements as at 30 June 1995 are:

Rent Expense Commitments

Future operating lease rentals not provided for in the financial statements and payable:		
Due not later than one year	32,895	32,895
	<hr/>	<hr/>

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
A.C.N. 002 898 759

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995**

11. NOTES TO THE STATEMENT OF CASH FLOWS

(I) Reconciliation of cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand and at bank and short term deposits at call, net of outstanding bank overdrafts. Cash as at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the balance sheet as follows:

	1995	1994
	\$	\$
Cash	5	297,960
Short term deposits	5	31,954
	<hr/>	<hr/>
	329,914	324,129
	<hr/>	<hr/>

(II) Reconciliation of operating profit after income tax to net cash provided by operating activities

Operating profit after income tax	(11,521)	39,296
Add (less) items classified as investing/ financing activities:		
Add (less) non-cash items:		
Depreciation	13,847	12,254
	<hr/>	<hr/>
Net cash provided by operating activities before change in assets and liabilities	2,326	51,550
Change in assets and liabilities during the financial year:		
(Increase)/decrease in trade debtors	8,510	(9,009)
(Decrease)/increase in trade creditors	(9,704)	10,882
(Decrease)/increase in provisions	13,983	14,355
(Decrease)/increase in accrued expenditure	1,397	601
(Decrease)/increase in grants in advance	(457)	3,634
	<hr/>	<hr/>
Net cash provided by operating activities	16,055	72,013
	<hr/>	<hr/>

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 1995**

12. RELATED PARTY DISCLOSURES

Directors

The names of each person who held the position of Director of the company during the financial year are:

Hing Hung Chan	Lita Peverini
Alina Kizeweter	Enza De Stefano
Trudy Mills Evers	Bill Simanowsky
Teresa Lidwinski	Salati Pauli
Traje Trajanovski	

13. LIMITED BY GUARANTEE

Each member of the company undertakes to contribute to the property of the company in the event of its being wound up while he is a member or within one (1) year after he ceases to be a member for payment of the debts and liabilities of the company contracted before the time at which he ceases to be a member and the costs, charges and expenses of winding up for an adjustment of the rights of contributories among themselves such amount as may be required not exceeding ten (\$10) dollars.

As at the 30 June 1995 the total number of members was 114 (1994 - 169).

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

STATEMENT BY DIRECTORS

1. In the opinion of the Directors of Migrant Resource Centre of Newcastle and Hunter Region Limited:
 - (a) the financial statements set out on pages 3 to 11 are drawn up so as to give a true and fair view of the results and cash flows for the financial year ended 30 June 1995, and the state of affairs at 30 June 1995 of the company; and
 - (b) at the date of this statement, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.
2. The financial statements have been made out in accordance with applicable Australian Accounting Standards.

Dated at Newcastle on 27-11-95, 1995.

Signed in accordance with a resolution of the Directors:

L. Di Stefano

:Directors

M. Sureshwaran

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**

Scope

We have audited the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Limited for the financial year ended 30 June 1995, consisting of the profit and loss account, balance sheet, statement of cash flows, accompanying notes and the statement by Directors, set out on pages 3 to 12. The company's Directors are responsible for the preparation and presentation of the financial statements and the information they contain. We have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the company.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) and statutory requirements so as to present a view which is consistent with our understanding of the company's financial position and the results of its operations and its cash flows.

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

Audit Opinion

In our opinion, the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Ltd are properly drawn up:

- (a) so as to give a true and fair view of:
 - i) the state of affairs of the company at 30 June 1995 and the results and cash flows of the company for the financial year ended on that date; and
 - ii) the other matters required by Divisions 4, 4A and 4B of Part 3.6 of the Corporations Law to be dealt with in the financial statements;
- (b) in accordance with the provisions of the Corporations Law; and
- (c) in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

12/20/95
KPMG
Chartered Accountants



P A Mather
Partner

Newcastle, *28 November*, 1995.

DISCLAIMER

The additional financial information presented on pages 15 to 30 is in accordance with the books and records of Migrant Resorce Centre of Newcastle and Hunter Region Limited which have not been subjected to the auditing procedures applied in our statutory audit of the company for the Migrant Resource Centre of Newcastle and Hunter Region Ltd ended 30 June 1995. It will be appreciated that our statutory audit did not cover all details of the additional financial information. Accordingly, we do not express an opinion on such financial information and no warranty of accuracy or reliability is given.

In accordance with our Firm policy, we advise that neither the Firm nor any member or employee of the Firm undertakes responsibility arising in any way whatsoever to any person (other than the company) in respect of such information, including any errors or omissions therein, arising through negligence or otherwise however caused.

KPMG
Chartered Accountants

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
Income		
Grants received	721,724	733,731
Administration fees	4,500	4,195
Donations received	481	250
Membership fees	370	251
Photocopying	1,858	2,332
Sundry income	5,652	2,283
Subsidies	-	2,140
Interest received	9,239	10,042
Consulting fees	-	3,225
 Total income	 743,824	 758,449
 Expenses		
Accommodation	2,452	250
Advertising	2,499	1,060
Auditor's remuneration	10,077	6,469
Bank charges	1,230	976
Catering, functions etc.	2,913	2,590
Cleaning	3,277	2,180
Conference and seminar expenses	180	110
Consultancy fees	14,750	8,080
Client fees	3,022	638
Depreciation	13,847	12,254
Donations	209	195
Electricity	2,988	3,125
Filing fees	230	-
Insurance	1,047	1,058
Interpreting fees	316	1,620
Legal costs	724	886
Library	153	390
Petty cash expenses	240	428
Photocopier expenses	785	623
Postage	3,792	3,063
Printing and stationery	12,293	5,221
Programme costs	4,331	5,998
Provision for annual leave	4,555	923
Provision for long service leave	8,203	12,320
Provision for relief worker	1,225	1,112
Rates and taxes	1,965	1,871
Rent	47,934	41,589
Repairs and maintenance	-	934
 <i>Carried forward</i>	 145,237	 115,963

The statement of operations is to be read in conjunction
with the disclaimer set out on page 14.

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
 REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
 A.C.N. 002 898 759

STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
<i>Brought forward</i>	145,237	115,963
Subscriptions	-	240
Specialist training expenses	854	96,661
Sundry expenses	5,527	1,748
Superannuation contributions	17,641	12,238
Telephone	17,768	16,016
Training	36,866	4,883
Travelling expenses	23,096	18,087
Wages	495,094	436,010
Work experience costs	10,413	16,100
Workers compensation	2,849	1,207
Total expenses	<hr/> 755,345	<hr/> 719,153
Operating surplus/(loss)	<hr/> <hr/> (11,521)	<hr/> <hr/> 39,296

*The statement of operations is to be read in conjunction
 with the disclaimer set out on page 14.*

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
<i>MIGRANT RESOURCE CENTRE</i>		
Income		
Grants received	222,378	206,481
Administration fees	44,167	46,155
Donations received	481	150
Membership fees	370	251
Photocopying	1,858	2,332
Sundry income	1,693	1,895
Subsidies		2,140
Interest received	3,589	3,453
Consulting fees		3,225
Management fee	2,500	
Total income	277,036	266,082
<hr/>		
Expenses		
Accommodation	362	
Advertising	1,985	491
Audit fees	10,077	6,469
Bank charges	360	336
Catering, functions etc.	2,493	2,491
Cleaning	2,757	2,180
Consultancy fees		1,300
Client fees		180
Depreciation	13,847	12,254
Donations	209	195
Electricity	2,988	2,794
Filing fees	230	
Insurance	1,047	1,058
Interpreting fees	123	186
Legal costs	724	886
Library	153	360
Petty cash expenses	240	428
Photocopier expenses	785	623
Postage	3,572	3,063
Printing and stationery	11,984	5,126
Programme costs		112
Provision for annual leave	(2,972)	(2,544)
Provision for long service leave	6,020	1,656
Rates and taxes	1,965	1,871
Rent	47,934	37,342
Repairs and maintanence		889
Subscriptions		240
Sundry expenses	1,535	966
Superannuation contributions	4,936	2,806
Telephone	17,755	15,234
Training	3,477	876
Travelling	2,700	3,463
Wages	148,305	134,217
Workers compensation	2,849	1,207
Total expenses	288,440	238,755
Operating profit/(loss)	(11,404)	27,327
<hr/>		

The profit and loss account is to be read in conjunction with the disclaimer detailed on page 14.

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

<i>COMMUNITY VISITORS SCHEME</i>	1995	1994
	\$	\$
Income		
Grants received	10,634	12,621
Sundry income	100	-
Interest received	153	110
Total income	10,887	12,731
Expenses		
Administration fees	1,230	1,704
Bank charges	36	-
Provision for annual leave	(316)	1,514
Provision for long service leave	116	271
Sundry expenses	131	40
Travelling expenses	4,161	1,173
Wages	5,679	3,587
Total expenses	11,037	8,289
Operating profit/(loss)	(150)	4,442

*The profit and loss account is to be read in conjunction
with the disclaimer detailed on page 14.*

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
<i>GRANT IN AID NUMBER ONE</i>		
Income		
Grants received	52,443	51,727
Sundry income	-	111
Interest received	196	281
Total income	52,639	52,119
Expenses		
Administration	-	3,000
Accommodation	1,981	155
Bank charges	99	79
Catering, functions etc.	420	73
Conference and seminar expenses	20	-
Printing and stationery	115	-
Provision for annual leave	2,388	(1,897)
Provision for long service leave	2,033	816
Sundry expenses	62	161
Superannuation contributions	1,600	1,596
Telephone	13	-
Training	304	-
Travelling expenses	5,123	3,549
Wages	43,938	43,133
Total expenses	58,096	50,665
Operating profit/(loss)	(5,457)	1,454

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with the disclaimer detailed on page 14.*

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
A.C.N. 002 898 759

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

<i>GRANT IN AID NUMBER TWO</i>	1995	1994
	\$	\$
Income		
Grants received		
Interest received	43,297	40,168
	210	275
Total income	43,507	40,443
Expenses		
Administration		
Accommodation		3,000
Bank charges		95
Catering, functions etc.	90	85
Conference and seminar expenses		26
Consultancy fees	20	110
Interpreting fees		6,000
Programme costs	65	384
Provision for annual leave		740
Provision for long service leave	702	1,582
Sundry expenses	(2,412)	2,992
Superannuation contributions	160	25
Training	1,486	1,086
Travelling expenses	142	-
Wages	4,503	2,335
Total expenses	38,414	24,010
Operating profit/(loss)	43,170	42,470
	337	(2,027)

*The profit and loss account is to be read in conjunction
with the disclaimer detailed on page 14.*

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
 REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
 A.C.N. 002 898 759

STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
<i>MULTICULTURAL DEVELOPMENT PROGRAM</i>		
Income		
Grants received	38,500	38,500
Donations received	-	100
Interest received	1,032	1,946
Total income	<hr/> 39,532	<hr/> 40,546
Expenses		
Administration fees	6,205	3,700
Advertising	-	342
Bank charges	81	42
Cleaning	191	-
Library	-	30
Printing and stationery	-	95
Programme costs	169	356
Provision for annual leave	121	316
Provision for long service leave	595	61
Sundry expenses	-	10
Superannuation contributions	1,228	503
Training	20	10
Travelling expenses	848	125
Wages	33,074	15,458
Total expenses	<hr/> 42,532	<hr/> 21,048
Operating profit/(loss)	<hr/> (3,000)	<hr/> 19,498
	<hr/> <hr/>	<hr/> <hr/>

*The profit and loss account is to be read in conjunction
 with the disclaimer detailed on page 14.*

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
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**STATEMENT OF OPERATIONS
FOR THE ENDED 30 JUNE 1995**

<i>SPANISH WELFARE</i>	1995	1994
	\$	\$
Income		
Grants received	14,000	-
Interest received	125	-
Total income	14,125	-
Expenses		
Bank charges	21	-
Provision for annual leave	1,077	-
Provision for long service leave	131	-
Sundry expenses	16	-
Superannuation contributions	184	-
Travelling expenses	220	-
Wages	7,127	-
Total expenses	8,776	-
Operating profit/(loss)	5,349	-

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with the disclaimer detailed on page 14.*

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

<i>FILIPINO</i>	1995	1994
	\$	\$
Income		
Grants received	41,188	33,470
Sundry income	162	39
Interest received	—	649
Total income	41,350	34,158
Expenses		
Administration fees	5,357	6,367
Bank charges	95	77
Cleaning	110	—
Programme costs	975	639
Provision for annual leave	(654)	(654)
Provision for long service leave	614	785
Provision for relief worker	1,225	1,112
Sundry expenses	38	—
Superannuation contributions	1,101	864
Training	70	29
Travelling expenses	1,422	1,687
Wages	30,574	29,243
Total expenses	40,927	40,149
Operating profit/(loss)	423	(5,991)

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**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
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**STATEMENT OF OPERATIONS
FOR THE ENDED 30 JUNE 1995**

<i>MATURE WORKER</i>	1995	1994
	\$	\$
Income		
Grants received	34,650	-
Sundry income	100	-
Interest received	213	-
Total income	<hr/> <hr/> 34,963	<hr/> <hr/> -
Expenses		
Bank charges	66	-
Conference and seminar expenses	140	-
Client fees	2,200	-
Postage	145	-
Printing and stationery	194	-
Superannuation contributions	466	-
Training	10,290	-
Travelling expenses	209	-
Wages	13,443	-
Total expenses	<hr/> <hr/> 27,153	<hr/> <hr/> -
Operating profit/(loss)	<hr/> <hr/> 7,810	<hr/> <hr/> -

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with the disclaimer detailed on page 14.*

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

WORKPLACE	1995	1994
	\$	\$
Income		
Grants received	31,712	58,287
Sundry income	-	48
Interest received	1,243	545
Total income	32,955	58,880
Expenses		
Administration fees	5,454	5,047
Advertising	142	-
Bank charges	110	117
Consultancy fees	-	570
Client fees	375	458
Management fee	2,500	-
Postage	75	-
Provision for annual leave	(2,017)	1,031
Provision for long service leave	(2,135)	2,135
Sundry expenses	150	-
Superannuation contributions	1,217	1,902
Training	228	1,228
Travelling expenses	452	1,397
Wages	35,177	48,340
Total expenses	41,728	62,225
Operating profit/(loss)	(8,773)	(3,345)

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with the disclaimer detailed on page 14.*

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE ENDED 30 JUNE 1995**

<i>NEIS PROGRAM</i>	1995	1994
	\$	\$
Income		
Grants received	24,000	-
Sundry income	100	-
Interest received	83	-
Total income	<hr/> <hr/> 24,183	<hr/> <hr/> -
Expenses		
Bank charges	-	-
Consultancy fees	10	-
Training course	13,000	-
	22,000	-
Total expenses	<hr/> <hr/> 35,010	<hr/> <hr/> -
Operating profit/(loss)	<hr/> <hr/> (10,827)	<hr/> <hr/> -

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with the disclaimer detailed on page 14.*

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
 REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED 30 JUNE 1995

	1995	1994
	\$	\$
SPECIALIST MIGRANT PLACEMENT OFFICER NUMBER ONE		
Income		
Grants received	50,807	49,937
Sundry income	3,340	100
Interest received	374	418
Total income	<hr/> 54,521	<hr/> 50,455
Expenses		
Administration fees	6,526	2,730
Accommodation	109	-
Advertising	372	-
Bank charges	73	-
Cleaning	219	-
Client fees	447	-
Interpreting fees	-	1,050
Programme costs	35	-
Provision for annual leave	1,973	1,124
Provision for long service leave	204	303
Sundry expenses	128	336
Superannuation contributions	2,125	592
Training	120	500
Travelling expenses	566	908
Wages	48,270	42,518
Total expenses	<hr/> 61,167	<hr/> 50,061
Operating profit/(loss)	<hr/> <hr/> (6,646)	<hr/> <hr/> 394

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 with the disclaimer detailed on page 14.

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

	1995	1994
	\$	\$
SPECIALIST MIGRANT PLACEMENT OFFICER NUMBER TWO		
Income		
Grants received		110,602
Interest received	687	993
Total income	<hr/>	<hr/>
	687	111,595
Expenses		
Administration fees		2,480
Consultancy fees	1,750	-
Specialist training expenses	854	96,661
Total expenses	<hr/>	<hr/>
	5,084	96,661
Operating profit/(loss)	<hr/>	<hr/>
	(4,397)	14,934
	<hr/> <hr/>	<hr/> <hr/>

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**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)**
A.C.N. 002 898 759

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 1995**

	1995	1994
	\$	\$
GET STARTED		
Income		
Grants received	125,668	108,858
Sundry income	220	90
Interest received	1,018	1,172
Total income	<hr/> <hr/> 126,906	<hr/> <hr/> 110,120
Expenses		
Administration fees	9,665	8,750
Advertising	-	227
Bank charges	189	240
Consultancy fees	-	210
Electricity	-	331
Programme costs	-	4,151
Provision for annual leave	2,953	3,365
Provision for long service leave	(530)	2,555
Rent	2,466	4,247
Repairs and maintenance	-	45
Sundry expenses	-	109
Superannuation contributions	3,248	2,375
Telephone	1,884	-
Training	782	-
Travelling expenses	1,845	1,282
Wages	2,154	65,357
Work experience costs	70,305	10,413
Total expenses	<hr/> <hr/> 101,402	<hr/> <hr/> 16,100
Operating profit/(loss)	<hr/> <hr/> 25,504	<hr/> <hr/> (3,196)

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with the disclaimer detailed on page 14.*

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
 REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
 A.C.N. 002 898 759

STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED 30 JUNE 1995

<i>RECESSION NO 1</i>	1995	1994
	\$	\$
Income		
Grants received		
Sundry income	32,447	23,080
Interest received	99	
	154	189
Total income	<hr/> <hr/> 32,700	<hr/> <hr/> 23,269
Expenses		
Administration fees		
Interpreting fees	2,750	7,662
Programme costs	128	
Provision for annual leave	199	
Provision for long service leave	888	-
Sundry expenses	482	981
Superannuation contributions	59	835
Training	923	101
Travelling expenses	215	725
Wages	1,610	395
	<hr/> 25,736	<hr/> 1,296
Total expenses	<hr/> <hr/> 32,990	<hr/> <hr/> 24,021
Operating profit/(loss)	<hr/> <hr/> (290)	<hr/> <hr/> (12,747)

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 with the disclaimer detailed on page 14.*

