

2005 Annual General Report

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(City of Newcastle)
“This award is made in recognition of the outstanding contributions to the support and empowerment of migrants to our city and for unfailing commitment to creating and sustaining multicultural harmony.”



Awarded to the volunteers of the Migrant Resource Centre
THE CITY OF NEWCASTLE MEDAL 2005

MIGRANT RESOURCE CENTRE OF NEWCASTLE & HUNTER REGION LTD





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ANNUAL GENERAL REPORT 2005

- Minister for Aboriginal Affairs
- Minister Assisting The Premier On Citizenship
- Member for Swansesa

GUEST SPEAKER: THE HON. MILTON ORKOPOULOS, MP

9. CLOSE & LIGHT REFRESHMENTS
8. GENERAL BUSINESS
7. ELECTION OF MRC MANAGEMENT COMMITTEE
6. CONFIRMATION OF AUDITORS
5. PRESENTATION OF REPORTS
4. BUSINESS ARISING
3. MINUTES OF 2004 AGM
2. APOLOGIES
1. OPENING & WELCOME BY CHAIRMAN, MR HENRY CHAN

AT 10.00AM

AT 8 CHAUCER STREET HAMILTON

TO BE HELD ON WEDNESDAY 30 NOVEMBER 2005

MIGRANT RESOURCE CENTRE

OF THE

20th ANNUAL GENERAL MEETING

NOTICE IS HEREBY GIVEN OF THE

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Website www.mrcnch.org

A CN 002 898 759 / A BN 72 002 898 759

MIGRANT RESOURCE CENTRE
OF NEWCASTLE & HUNTER REGION LIMITED



MRC MANAGEMENT COMMITTEE MEMBERS 2004-2005
- Mr Henry Ch
- Mr William S
- Son

Department of Immigration
8 Multicultural & Indigenous Affairs
- Mr Tim Morgan / Mr Ian Johns
- Cr Barbara Gaudry
Newcastle City Council

REPRESENTATIVE MEMBERS

2005 ANNUAL GENERAL REPORT

- PRESIDENT:** As per list attached
- THE MIGRANT RESOURCE CENTRE OF NEWCASTLE & HUNTER REGION LIMITED.**
MINUTES OF THE 19TH ANNUAL GENERAL MEETING OF
HELD AT THE MRC PREMISES, ON WEDNESDAY 17 NOVEMBER 2004 AT 11.00AM
1. Chairman H Chan observed one minute's silence in memory of fellow board member P Mother, who sadly passed away this morning. Henry acknowledged his personal regard for P Mother's contribution to the MRC. H Chan expressed his sympathy to P Mother's good friend & respected colleague. H Chan said all MRC committee & staff members are shocked & deeply saddened by the loss.
 2. H Chan welcomed everyone present on behalf of the MRC Management Committee.
 3. **APOLOGIES:** (none)
 4. **MINUTES OF THE 2003 AGM:**
 5. **BUSINESSES ARISING:**
 - V Walsh reported Marcella Scutcliffe has now retired officially due to ill health. V Walsh added that Marcella's position at MRC is continuing & her role responsibilities is shared among other staff.
 - H Chan commented that refugee settlement in the local area is continuing & he welcomed all African & Sudanese families.
 - H Chan mentioned the funding for New England has proved successful. (For further details see Staff Reports - Kris Teece)
 - L Tanots acknowledged Simon Pabek as one of the newest refugee support workers continuously involved in helping the new & settling African & Sudanese families as part of the IHSS settlement process.
 - Chairperson's Report - H Chan presented his report. It is his 14th year as Chairperson of the MRC Management Committee.
 - (i) V Walsh - Director: Report tabled & accepted as read.
 - (ii) I Lupisch - Migration Agent/Russian Welfare/CPO: Report tabled & accepted as read.
 - (iii) A Burns - Community Settlement Services Worker 1: Report tabled & accepted as read.
 - (iv) M Torlakovic - Community Settlement Services Worker 2: Report tabled & accepted as read.
 - (v) M Torlakovic - Community Settlement Services Worker 2: Report tabled & accepted as read.

PRESENTATION OF REPORTS

6.

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- (iv) M Torlakovic - Community Settlement Services Worker 2: Report tabled & accepted as read.
- (v) M Torlakovic - Community Settlement Services Worker 2: Report tabled & accepted as read.

- (vi) T Oto - Refugee & Humanitarian Entranit Work: Report tabled & accepted as read.
- (vii) S Pabek - Sudanese & African Community Support Worker: Report tabled & accepted as read.
- (viii) C Follett - Skilled Migrant Placement Officer: Report tabled & accepted as read (absent).
- (ix) C Johnston - Productive Diversity in The Workplace: Report tabled & accepted as read.
- (x) P Kelly - Filipino Welfare Support Worker: Report tabled & accepted as read.
- (xi) D Wijewardene - Multicultural Family Support (Families First) Worker: Report tabled & accepted as read.
- (xii) Community Aged Care Packages - Sue Hristov & Teleisia Loholea: Report tabled & accepted as read.
- (xiii) A Dupree - Community Visitors Scheme: Report tabled & accepted as read.
- A Burns spoke about insurance becoming an issue for volunteers involved in the program.
- Alex also mentioned the need for more volunteers.

The 9 nominations were duly elected as the 2005 Management Committee.

1. Mr Henry Chan
2. Mr William Simanowski
3. Ms Trudy Mills-Evers
4. Ms Alina Kizeweter
5. Ms Siania Young
6. Mr Zoran Vasiljevic
7. Mr Andrej Ruto
8. Mr Father Nicholas Zervas
9. Mr Ivan Klopovic

9. Election of the MRC Management

H Chan confirmed Cutcher & Neale be retained as the Centre's Auditor for 2005. Cutcher & Neale acknowledged for their continued good work.

8. APPOINTMENT OF COMPANY AUDITORS:

H Chan concluded, the MRC is currently in a healthy financial state & the MRC Management Committee will strive to maintain this position.

A Richards said that all MRC associated funds have now been transferred to the new banking institution, the Greatorex Building Society.

T Mills Evers commented briefly on Paul Mothers sudden passing & added that he will be very missed. She then asked MRC Financial Controller Arlene Richards, to expand on financial reports.

FINANCIAL REPORTS: T Mills Evers (Assistant Treasurer) asked to present reports.

Proposer: Z Vasiljevic
Seconded: S Young

STAFF REPORTS ACCEPTED

A Burns reported, K Teece is currently on maternity leave, following birth of child. She returns to position in February 2005. Patrick Prouhetze is maximising the position as locum until then. Alex will support & monitor the worker & services.

(xv) K Teece - Community Settlement Services Scheme - New England Project: Report tabled & accepted as read.

(xvi) T Oto & S Dwyer - Multicultural Family Support Worker: Report tabled & accepted as read.



WEDNESDAY 30 NOVEMBER 2005 AT 11.00AM
NEXT ANNUAL GENERAL MEETING TO BE HELD ON

MEETING CLOSED AT 11.40AM

MR JIM O' CALLAGHAN
State Director
Department of Migration & Multicultural & Indigenous Affairs

11. Guest Speaker:

(iv) Robert Lee Tolbert, a Liberian refugee expressed his thanks & appreciation towards the MRC & the effort of all staff.

W Simanowsky also expressed thanks to Chairperson H Chan, his Management Committee colleagues & MRC Staff members for their support & assistance over the past year.

W Simanowsky commented, the course proved to be a success on many levels. The free computer training, held at the Centre & instructed by Dan Follett.

(iii) W Simanowsky thanked fellow students of Seniors IT, for participating & experiencing LGA.

A Burns mentioned considerations for a new worker to service the Gosford & Wyong

(ii) L Tanots reported of the recent CRC funded project for 2005 – a Homework Centre for the Sudanese.

(i) L Tanots expressed a general need for resources for newly arrived refugees.

10. **GENERAL BUSINESS:**



Name	Community / Organisation	MRC Staff Member	Community
1. Zivko Micevski	Macedonian Pensioners	MRC Staff Member	Liberian Community
2. William Simanowski	Board/Ukrainian Community	MRC Staff Member	HPTACLS/MRC Staff
3. Isaac Davis	Liberian Community	HPTACLS/MRC Staff	Michael O'Sullivan
4. Michael O'Sullivan	Liberian Community	HPTACLS/MRC Staff	Irina Lupish
5. Lulu Tanots	MRC Staff Member	MRC Staff Member	Milza Totorakovic
6. Milza Totorakovic	MRC Staff Member	MRC Staff Member	Mary Millevski
7. Trudy Mills Evers	MRC Staff Member	MRC Staff Member	Chairman MRC Management Committee
8. Henry Chan	MRC Staff Member	MRC Staff Member	Chinese Community
9. Tim Oto	MRC Staff Member	MRC Staff Member	Trudy Mills Evers
10. Catherine Johnstone	MRC Staff Member	MRC Staff Member	Chairman MRC Management Committee
11. Dennis Hodgeson	Centreflink MSO	MRC Staff Member	Chinese Community
12. Simon Pabek	Centreflink MSO	MRC Staff Member	Simon Pabek
13. Petri Kelly	MRC Staff Member	MRC Staff Member	Dennis Hodgeson
14. Annie Gawn	MRC Staff Member	MRC Staff Member	Simon Pabek
15. Violitta Washn	MRC Director	MRC Director	Violitta Washn
16. Michael Nagama	Sudanese Community	Sudanese Community	Adam Leppidis
17. Luigi Adlian	Sudanese Community	Sudanese Community	Grace Dennis
18. Amel Meshack	Greek Macedonian Brotherhood Pavlos-Melias	Greek Macedonian Brotherhood Pavlos-Melias	Juanita Loli
19. Susanna Manyiel	Sudanese Community	Sudanese Community	Esther Cole
20. Grace Dennis	MRC Volunteer Staff Member	MRC Volunteer Staff Member	Alma Kizeweter
21. Juanita Loli	MRC Staff Member	MRC Staff Member	Fr. Nicholas Zervas
22. Saniyu Mayau	Sudanese Community	Sudanese Community	Van Klopovic
23. Arlene Richards	MRC Staff Member	MRC Staff Member	Robert Lee Tolbert
24. Alex Burns	MRC Staff Member	MRC Staff Member	Baliksu Tolbert
25. Robyn Graham	MRC Staff Member	MRC Staff Member	Sue Hristov
26. Gracie Dennis	Liberian Community	Liberian Community	Victor Lupish
27. Gracie Dennis	MRC Staff Member	MRC Staff Member	Pat Dring
28. Gammann Dennis	Liberian Community	Liberian Community	Sania Young
29. Esther Cole	Liberian Community	Liberian Community	Zoran Vassiljevic
30. Butheian Kaka	Liberian Community	Liberian Community	MRC Management Committee
31. Devika Wilwardene	MRC Staff Member	MRC Staff Member	MRC Management Committee
32. Charles Bak	MRC Sudanese Community	MRC Sudanese Community	Ann Dupree
33. Arlene Richards	MRC Staff Member	MRC Staff Member	MRC Management Committee
34. Allina Kizeweter	MRC Polish Committee	MRC Polish Committee	MRC Management Committee
35. Fr. Nicholas Zervas	MRC Greek Committee	MRC Greek Committee	MRC Management Committee
36. Ivan Klopovic	MRC Slovenian Committee	MRC Slovenian Committee	MRC Management Committee
37. Robert Lee Tolbert	Liberian Community	Liberian Community	MRC Management Committee
38. Baliksu Tolbert	Liberian Community	Liberian Community	Russian Community
39. Sue Hristov	MRC CACP	MRC CACP	MRC Management Committee
40. Victor Lupish	Russian HECS	Russian HECS	MRC Management Committee
41. Pat Dring	MRC Member	MRC Member	MRC Management Committee
42. Sania Young	MRC Community	MRC Community	MRC Management Committee
43. Zoran Vassiljevic	MRC Bosnian Committee	MRC Bosnian Committee	MRC Management Committee
44. Ann Dupree	MRC Dutch Society	MRC Dutch Society	MRC Management Committee

MEMBERS IN ATTENDANCE OF THE MRC ANNUAL GENERAL MEETING HELD ON 17 NOVEMBER 2004

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

OBJECTIVES

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

PURPOSE

**MIGRANT RESOURCE CENTRE
OF NEWCASTLE & HUNTER REGION LIMITED**

A C N 002 898 759 / A B N 72 002 898 759

Date 21/6/2002
 Gary Hardgrave
 Minister for Citizenship and Multicultural Affairs
 Chairperson of Newcastle and Hunter Region Migrant Resource Centre
 Newcastle and Hunter Region Migrant Resource Centre
 Minister for Citizenship and Multicultural Affairs
 (Signed) Gary Hardgrave

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

4. Services and programs should be designed and operated in full self-reliant quickly as much as possible with a view to helping migrants to become consultation with clients, and self-help should be encouraged
 3. Needs of migrants should, in general, be met by programs and services available to the whole community but special services and programs may be necessary to ensure equality of access and provision; and
 2. Every person should be able to maintain his or her culture without prejudice or disadvantage and should be encouraged to understand and embrace other cultures;
 1. Newly arrived migrants must have equal opportunity to realise their full potential and must have access to appropriate programs and services;
- This is supported by the Newcastle and Hunter Region Migrant Resource Centre. The Minister and the Newcastle and Hunter Region Migrant Resource Centre endorse the following principles, which must guide the provision of quality programs and services:
- The Hon Gary Hardgrave MP, Minister for Citizenship and Multicultural Affairs, is committed to ensuring that Migrant Resource Centres/Migrant Service Agencies provide the highest quality service, and maintain a focus on client needs.
- Service Agencies provide the highest quality service, and maintain a focus on client needs.

Service Principles

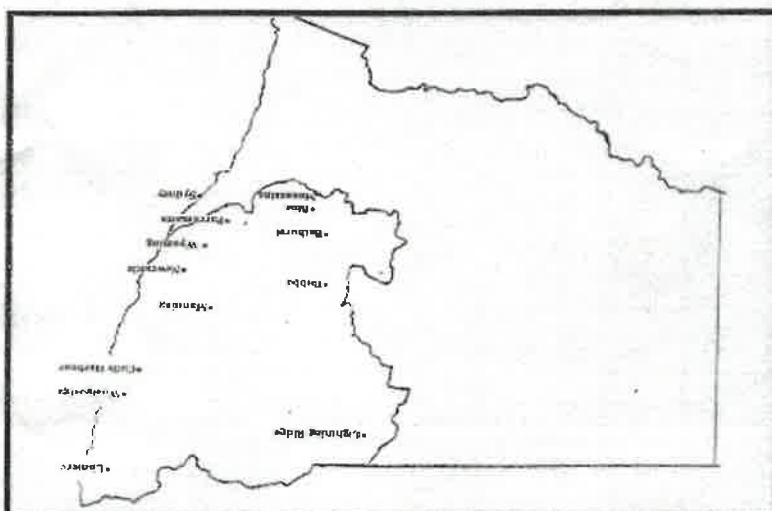
MIGRANT RESOURCE CENTRE OF NEWCASTLE & HUNTER REGION LIMITED

Review of 2005

2005 ANNUAL GENERAL REPORT

Clients by Ethnic Background

- Department of Immigration & Multicultural and Indigenous Affairs
- NSW Department of Community Services
- Commonwealth Department of Health and Ageing
- Community Relations Commission for a Multicultural NSW
- NSW Department of Ageing, Disability and Home Care
- Ministry of Transport
- Department of Planning - Area Assistance Scheme
- Federal Attorney General's Department
- Newcastle City Council



RURAL STRATEGY AREA



HUNTER AREA

OUR REGIONS

There are many heads here still shaking in disbelief that the collaborative and effective IHS service provided by the Centre to the Hunter's very newly arrived refugees could so easily be discarded, and widespread concern continues about the new provider's ability to carry out this important and sensitive work in the way these vulnerable people need.

We should, in theory, have nothing to fear, if tenders are won on the basis of true merit assessed on reputation and track record, expertise and experience, knowledge and networks, and of course value for money. Unfortunately we know that is not always the case, as we tend for the entire Sydney-Hunter-Taree areas to a profit making concern with no creditentials in this Region, and seemingly little settlement experience of any kind anywhere.

And tendering is clearly becoming the preferred way for government to outsource human services, even those that were once part of their own core business. It is competition policy indeed.

Of course this is not a new experience in this sector, for agencies like this. Uncertainty has been our constant companion for as long as I have been Chairman - which is a very long time indeed.

We have been preparing for this new tendering process, and have strategies in place to deal with the changes, but of course cannot help but feel a degree of uncertainty as we embark on a competitive environment in the delivery of settlement services in our Region.

The Department of Immigration Multicultural and Indigenous Affairs has moved to a changed approach to funding the settlement services provided by Migrant Resource Centres. It will no longer allocate "core" funding but will invite tenders from interested parties to carry out this important work. These changes were signalled in the Report of the Review of Settlement Services, which took place in 2003 with its variety of recommendations, which are now being implemented.

This is a milestone year for the MRC of Newcastle and the Hunter, marking on the one hand, the end of an era, and at the same time and most assuredly, the beginning of a new chapter in the life and times of our resilient and productive organisation.



Chairman's Report

Henry Chan

Henry Chan

Finally I want to take the opportunity to thank my fellow directors for their hard work and dedication throughout the year. I have one, very deep sadness, one which I know is shared by everyone at this Centre, and that is the sudden untimely death of our Treasurer, Paul Mather, on the morning of our AGM last year. He was a truly engaging individual who gave so much to the Centre, and I know we miss him still.

A fine leader, for a fine team of staff.

And earlier in March our Director, Violetta Walsh, was awarded the inaugural Harmony Day Honours, to add another "going" to her already impressive collection.

It was indeed a proud moment.

In September this year, the Volunteers of the Migrant Resource Centre were awarded the City of Newcastle Medal for their extraordinary contribution to multiculturalism and community harmony in our city. It is a wonderful recognition of the dozens of "unsung" heroes who are associated with this Centre—an eclectic diverse group, from all walks of life and from a range of ethnic backgrounds.

And it is hard not be optimistic. There have been so many wonderful highlights in the year that continues to make me very proud to be associated with the Centre, and two are standouts.

But we must remain optimistic about this new bidding era upon us, and we are putting forward the best submissions possible to DIMIA's Combined Settlement Grants Program. It is gratifying that we have the strong support of many local organizations, who share our values and who we hope will partner us in the delivery of even better and more comprehensive settlement services to our refugees and migrants.

University of Newcastle to produce a much needed resource to understand their new world. Department of Urban Affairs and Planning's Area Assistance Scheme has funded us to create a living skills DVD for African refugees, and we look forward to collaborating with the State government has also been responsive to our submissions to help meet the needs of refugee in the face of the limitations of existing infrastructure and unprecedeted demand.

I must also note the excellent support we receive from the City Council in our various initiatives, such as Harmony Day which in 2005 was a day to remember, with the launch of our wonderful African Ambassadors who are doing more for building positive community relationships than anyone else I can think of.

Newcastle City Council has pitched in with a grant to support cultural expression by funding events in the years to come. Community members themselves will be engaged in their raw materials for dance costumes, which we know will enliven our various community events in the future. And the Centre's key role in supporting refugees in the meeting the needs of the new arrivals.

Hunter was highlighted at that time in an unprecedented way, and has indirectly led to a but I am pleased to say very positive. And the Centre's key role in supporting refugees in the their embrace of the refugees in their midst. A truly euphoric occasion when, for once, the "goodies" won, and the racists were routed.

On the day of the racist rally close to 1000 Newcastleans assembled across the city to show

communitiy.

It was a magnificent exercise of collaboration and it really made me proud to be part of this passionate refugee supporters from a great many organisations and from walks of life.

In fact, an amazing counter rally was organised in the space of just 2 days by a group of

I refer to the anti refugee rally of the 22nd January which was arranged by a group calling themselves the Concerned Citizens Collective, a group purportedly "concerned with the changing face of Newcastle and its surrounding suburbs due to the forced immigration of so-called Sudanese refugees". This was the content of their letter drop around various city suburbs, but it did not quite have the effect they were after.

This last year has been a particularly busy and challenging one for the MRC, beginning with a very dramatic and high profile event, the MRC, had a very significant effect on our community, and continues in many ways to impact on our work in this region.



Violletta Walsh Director's Report

Violetta Walsh

The end of 2005 brings a new chapter in the life our agency. DIMIA has moved from allocating core funding to MRCS and is now calling for tenders for the delivery of settlement services. This seems to us a real opportunity to submit our ideas for creative and worthwhile services. This will be a bright and shiny future in this great Region of ours.

Thank you to the MRC team, Board members and staff alike who make this Centre such a special place.

This Centre has a bright and shiny future in this great Region of ours. Who share our goals. Outcomes will not be known till next year, but I am fully optimistic that settlement projects, in partnership with some very successful and comparable local agencies, will see us through to success.

The loss of the Lower Hunter IHSS contract to a Sydney based consortium in the last tender - and please note DIMIA determined that the Hunter Region could not apply in its own right to carry out services in its own patch - is disappointing, but our hands are full as we continue to deliver our wide range of services to the over 600 refugees already settled here, and the thousands of migrants who have also settled in the areas we cover, and require a helping hand in their integration.

So all in all, the Centre continues as busy, as dynamic and as productive as always.

On the Central Coast, the Multicultural Social Support Service, another DADHC funded service is beginning to make quite an impact on the lives of frail aged migrants and their Carers, - as we expected in an area whose older migrants have long been overlooked.

DIMIA funded New England service is now fully operational, and with increasing African settlement in the centres of Tamworth, Armidale and Inverell, will become busier and busier. Outreach work is another important part of our service output. As you would be aware our geographic footprint extends well beyond the Hunter. We are pleased to report that our

While our work with refugees has been most publicised, it is not our only service focus, and this year we were approached by DADHC to auspice the Hunter NESB Demerita Respite Service, much needed and much welcome in this area, which will grow in response to rising demand.

We have entitled "New Land Laws" whose purpose needs little explanation. These young people from East, Central and West Africa, and the Federal Attorney General's Youth worker for 3 years, who we trust will make a major difference to the quality of life of Federal departments have also come on board. DIMIA for example has funded an African

The Community Relations Commission has been most generous in its support by providing us with funding to operate 2 Homework Centres in the Catholic School system for some of the refugee students who are really finding adjustment hard.

DOCs has responded to the needs of the refugee families, by making a grant available for a year to support some of the sole mothers with young children and to train a group of Home Start volunteers to provide that invaluable home based support and guidance. We will be advocating for more of the same once this pilot is completed.

Origin	Occasion of Service	%
Philippines	9%	59
Sudanese	7.3%	48
Thai	7%	46
Chinese	6.8%	45
English	5%	34
Russian	4.4%	29
Macedonian	3.7%	25
Zimbabwean	2.7%	18

Chart 3 - Clients come from 70 different backgrounds with the top 8 being:

Agent	No of consultations	No telephone advice	Total
I.Lupish	369	758	1,109
L.Tantos	289	351	658
Total			1,109

Chart 2 - Provision of service to clients by Migration Agents at the MRC

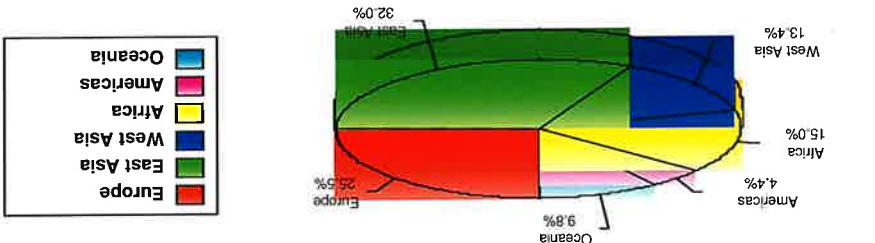


Chart 1 - Clients come from different parts of the world

Clients come from 70 different backgrounds with the top 8 being: Thai, Chinese, English, Russian, Macedonian, Zimbabwean.

Our clients come from different parts of the world – See Chart 1. We have seen 658 clients and 1,109 telephone consultations, which are shown on Chart 2. Chart 3 - clients come from 70 different backgrounds, which are shown on Chart 3. Chart 3 - clients come from 70 different backgrounds with the top 8 being: Thai, Chinese, English, Russian, Macedonian, Zimbabwean.

IMMIGRATION INFORMATION & ADVICE SERVICE

SERVICE DELIVERY -

As in previous years I have been extremely busy providing Immigration Advice, assisting Russian speaking clients and as a CPO working with and supporting various government and non-government services.



Rima Lupish

Funded by Department of Immigration & Multicultural & Indigenous Affairs

Community Project Officer

WELFARE SERVICE FOR THE RUSSIAN SPEAKING COMMUNITY

I was wonderful to have Alla O'Regan joining us in April this year. Together we have achieved much during this year. Apart from addressing 579 issues presented to us by clients, Alla has published 3 information Bulletins, updated MRC pamphlet, produced a service pamphlet for Russian speakers, updated data base of the community and we both assisted a TAFE student in preparing profile of the Russian Community in the Hunter and identified their needs. In addition 5 information sessions were organised.

Outreach Work – consultation to individual clients and provision of information sessions were conducted in rural areas – in Dubbo, Orange, Bathurst, Lighting Ridge, Wauchope, Grafton and Lismore. 358 telephone contacts were made with clients and workers in rural and regional areas, covering our target regions.

Other community work – was organised, including two Refugee Week celebrations, in Singleton and Newcastle. Both were very successful and enjoyed by many. 72 people attended Singletown event and over 400 people attended Newcastle event & BBQ on the foreshore. I would like to thank the volunteers, members of organizing committee and MRC staff who helped on these two celebrations.

I was very much involved in organising Domestic Violence Forum – "Domestic Violence in Diverse Community". Over 100 people attended, with many interesting guest speakers, including the Department of Immigration, representatives of Muslim Women Association of Sydney, our own Sudanese speaker, Violence Against Women co-ordinator, ACON Sydney, and one at the Domestic Violence Forum, I have supervised a 3rd year TAFE student and facilitated Newcastle Multicultural Interagency and Hunter Refugee Support Network.

During the year I have attended 72 meetings, apart from sessions mentioned above. I have presented 4 information sessions to TAFE students, one to the Youth Group at Multicultural presents and one at the Domestics Violence Forum.

Overall, it has been a very productive and rewarding year.

I would like to thank my colleagues and the Management Committee for their support during 2005.

Russian Welfare Worker
Migrant Agent
Community Project Officer
Alla O'Regan
Lulu Tanots
Deputy Director
Russian Welfare Worker
Migrant Agent
Russian Welfare Worker
Trina Lupish

Overall, it has been a very productive and rewarding year.

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TAFE student and facilitated Newcastle Multicultural Interagency and Hunter Refugee Support Network.

Neighbourhood Centre and one at the Domestic Violence Forum, I have supervised a 3rd year TAFE student and facilitated Newcastle Multicultural Interagency and Hunter Refugee Support Network.

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During the year I have attended 72 meetings, apart from sessions mentioned above. I have presented 4 information sessions to TAFE students, one to the Youth Group at Multicultural presents and one at the Domestics Violence Forum.

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I was very much involved in organising Domestic Violence Forum – "Domestic Violence in Diverse Community". Over 100 people attended, with many interesting guest speakers, including the Department of Immigration, representatives of Muslim Women Association of Sydney, our own Sudanese speaker, Violence Against Women co-ordinator, ACON Sydney, and one at the Domestic Violence Forum, I have supervised a 3rd year TAFE student and facilitated Newcastle Multicultural Interagency and Hunter Refugee Support Network.

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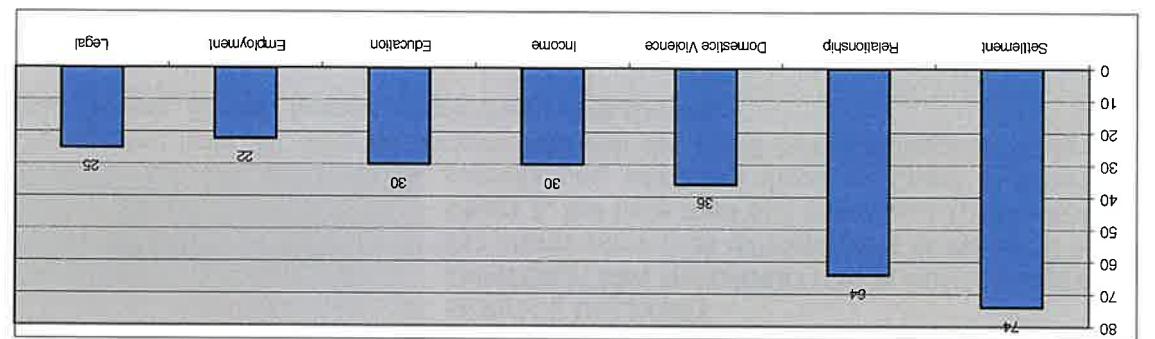


Chart 4 – Seven top issues presented by Russian speaking clients.

It was wonderful to have Alla O'Regan joining us in April this year. Together we have achieved much during this year. Apart from addressing 579 issues presented to us by clients, Alla has published 3 information Bulletins, updated MRC pamphlet, produced a service pamphlet for Russian speakers, updated data base of the community and we both assisted a TAFE student in preparing profile of the Russian Community in the Hunter and identified their needs. In addition 5 information sessions were organised.

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During the year five projects, including the Rural Support project, were given additional funding to address the needs of the dependants of skilled migrants with low English Language proficiency. The role of the Rural Support project in relation to this new service development was to assist in developing strategies to address this group.

Work with the New England project was again higher than with other regional projects, as the project experienced a number of staff changes and the Rural Support project also represents the MRC on the New England Projects Advisory Committee. The success of this project, is described elsewhere in this report, mirrors the support given and the increasing challenges with secondary settlement of African refugees in the area covered by the project.

Project	Visits	Total
Coffs Harbour St Vincent De Paul	1	78
Coffs Harbour	5	
Manning Valley	8	
Lismore	3	
Woolgoolga	4	
Wyoming	11	
Bathurst	4	
Dubbo	4	
Orange	4	
New England	12	
Afro-Sudanese	4	
New England Ridge	2	
Bathurst	4	
Wyoming	11	
Hunter Outreach	13	
Lismore	3	
Woolgoolga	4	
Hunter Outreach	13	
Bathurst	4	
Wyoming	11	
Dubbo	4	
Orange	4	
New England	12	
Afro-Sudanese	4	
New England Projects Advisory Committee	3	
Total	78	

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

Table 1 shows the frequency of this work through face-to-face contact, although this does not include the shared "Rural Conference", which took place in May. While the table indicates a high contact rate with a small number of projects, this is more a reflection of changes in staff and nearest of the project to the rural support project's home base.

Particular attention was given to the newer projects and to those where changes in staff meant that a new person had to face the challenges of being the only migrant worker in their locality.

Several projects had changes with staff, caused mainly through illness, although severe management issues with one project led to the project going into abeyance for the time being. Generally the project staff remained as before, a committed and caring group of people. The major changes were those of increasing numbers of Humanitarian Entrants in rural areas, especially Sudanese, and a growing need to support dependants of skilled migrants.

Alex Burns

Funded by Department of Immigration & Multicultural & Indigenous Affairs

Community Settlement Services Scheme

Rural Support Worker

INTEGRATED SERVICE PLANNING

Table 2 Outlines organisations with which planning and development work has taken place. Many of the issues raised were the outcomes of the work of seven Multicultural Interagencies/Networks. The Rural Support Project has been very influential with these, convening, chairing or acting as the secretariat to these and participation in these is shown in **Table 3**. A paper on the Networks/Interagencies was given to the Cultural Diversity in Health Conference.

One of the considerable outcomes of this project has been its work in raising issues that attract the provision of settlement services in rural areas of northern NSW. This has meant that the project has had input into policy development and planning through work with a range of government and non-government services.

Table 2: Planning and Development Work with other agencies

Name	Consultations	Name	Consultations
DIMIA	5	DAADHC	5
DOC'S-state	2	DOC'S - regional	3
AMES	1	Hunter Disaster Welfare	2
Health	3	Centreflink	2
Hunter Water	2	Trans Cultural Mental Health Rural Project	2
NSW Department of Education – TAFE	3	ECC of NSW	2
NATI	3	STARITS	1
Singletown Council	2	Upper Hunter Council	1
Port Stephens Council	2	RYDON	2
MADA	1	Newcastle Council	3
Bathurst Council	1	Hunter Community Council	1
4	2	Hunter CALD Disability Network	(Hunter)
Ethnic Aged Services	2		

Table 3: Participation in Multicultural Interactions or Networks

These were held in Newcastle, Singletown, Edgeworth and Muswellbrook. **440** people attended Education, Learning English, and 3 others which include transport and social development. These include: 5 Health sessions, 7 Settlement Information, 3 Income Support, 2 legal, 2 this year. **26** Information sessions were organized as support to specific groups of clients and these sessions were held in the other location, Cessnock, due to many new arrivals.

GROUP WORK

Currently there are **5** different venues around Hunter where a face-to-face outreach service has been provided. Apart from the library, as the new venue for my outreach in Singletown, I have also started a new outreach in Charlestown servicing southern Lake Macquarie and continues to be provided. In addition, I have also taken place every Monday however it is still developing. Port Stephens has two outreach venues, Salamander Bay and Raymond Terrace, every alternate Thursday. More time has been spent in Singletown than in the other location, Cessnock, due to many new arrivals.

OUTREACH

Furthermore, **1241** telephone services were provided by the project. Table 1 also shows that **198** clients, or 43%, were first time clients. **213** clients have lived in Australia for less than five years, which is 46% of the total. Humanitarian entrants were significant recipients, 57%. The greatest numbers of clients were aged between 25 and 55 years, 64%. A majority of the client group were women, 62% of the total client group.

34	289	181	72	141	247	13	46	292	109	261	198	460
CLIENT CHARACTERISTICS												
Numbers of different countries represented by clients												
Number of clients												
Clients												
First Time Clients												
Humanitarian Entrants												
0<16 yrs												
16<25 yrs												
25<55 yrs												
55+												
Age												
Years in Australia												
Sex												

Table 1: Numbers of different countries represented by clients

Table 1 below shows that casework services were provided to **460** clients of **34** different backgrounds (countries of birth) from the MRC and the five Outreach locations (Charlesown, Salamander Bay, Cessnock, Singletown & Raymond Terrace).

This project provides casework information and referral to new arrived migrants, humanitarian entrants and family migrants in Newcastle and five outreach locations in the Hunter Valley.

Miza Tolarakovic
Funded by Department of Immigration, Multicultural & Indigenous Affairs
Community Settlement Services Scheme
Community Settlement Services Welfare Outreach

Miza Tomicakovic

This year 32 new arrivals, mainly humanitarian entrants settled at Singleton and many sessions were organized for this particular group. However, all the other groups in the outreach locations have had great information needs such as the new Thai and Japanese groups. The longer settled service providers, particularly where changes in Government legislation have occurred.

This year a new Multicultural Friendship group was established in partnership with the Muswellbrook Community Health Worker and great support from Centrelink MSO. The group is now meeting regularly on monthly basis at the Muswellbrook Community Health.

130 people attended 3 Multicultural Information Services Expos presented this last 12 months. These were organised by the Hunter Rural Multicultural Workers Network with myself as convener and they were held in Sccone, Maitland and Raymond Terrace.

The launch of new Homework Centre in Singleton took place on 28 October, again due to the need of many new arrivals and humanitarian entrants. This mainly helped children from Iraq but other migrant children also have benefited. This was an additional initiative of the outreach project.

The first Refugee week Celebration ever held in Singleton took place this year with over 70 people attending. This celebration arose in response to the growing number of refugees settling in Singleton and to encourage their participation in the Singleton community.

While participating in developing an ideas for the Social Plan for the Upper Hunter Council for CALD residents living at Sccone. The 3 Social Planners from Maitland, Sccone and Murrurundi were approached and have supported the establishment of Information Hubs in these locations. These will provide information on services for migrants.

During this year I attended 2 Singleton, 1 Sccone, 1 Cessnock, 3 Port Stephens and 1 Muswellbrook Interagencies. Involved in developing Social Plan for Singleton and Upper Hunter Councils. I also attended 3 Centrelink forums and 2 DCS CALD Regional Advisory Committee.

OTHER WORK

This year a new Multicultural Friendship group was established at Singleton and many sessions were organized for this particular group. However, all the other groups in the outreach locations have had great information needs such as the new Thai and Japanese groups. The longer settled service providers, particularly where changes in Government legislation have occurred.

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Language	Farsi/Afghan	English	Kiswahili	Arabic	Swahili	English	Mandinggo	Arabic	Kiswahili	Swahili	Arabic	
Country	Afghan	Liberia	Burundi	Sudan	Sierra Leone	Rwanda	The Republic of Congo	Iraq	Total	4	147	41

TABLE 2: Country of Origin of the Refugee Arrivals

- ↳ 1 family of 10 moved to Sydney and 1 family of 4 moved to Melbourne and requested to move after 4-6 weeks of settlement.
- ↳ 2 babies born and 2 babies on the way.

	M	E	J	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
0-4	7	8	5	1	1	2	1	4	0	0	0	69
5-14	4	4	3	5	5	6	6	10	0	0	0	29
15-24	4	4	3	5	5	6	6	17	0	0	0	49
25+	2	2	1	1	1	1	1	10	0	0	0	32
Total	11	17	15	11	11	11	11	44	4	0	0	147
Employed												
New Births												
Education												
Age Group												

Table 1: Shows the Pattern of Refugees arriving in the Hunter in 2005 from Africa & surroundings

ACHIEVEMENTS

Tables 1 and 2 provide a range of information on the new refugees. These are outlined below and as can be seen the number of arrivals settled in this period was 147 individuals with the largest numbers originating from Burundi.

My report covers the period January – August 2005 of visa 2005 arrivals. I have been assisting refugee new arrivals predominantly Africans with their settlement needs. So far it has been very interesting, challenging as well as being very demanding. My work has involved settling refugee as well as being part time, Fulltime, University, Private, Secondary, University, Government schools, Tafe, Prisons, Private, Government schools, Part time, then reassessing them to the African CSS worker or maintaining them as casework.



Funded by Department of Immigration & Multicultural & Indigenous Affairs Refugee & Humanitarian Worker

Time Out

- 100 clients were assisted with their tax returns

TAX HELP

- Centre and we have continued to assist these families with settlement needs.
- July to August. Even though these have been transferred many have been coming back to the families totaling 76 people to ACL for ongoing welfare support. These families arrived as from 17th September through Settlement Services International (SSI) we have handed over 17

HAND OVER OF CLIENTS TO NEW SETTLEMENT PROVIDER - ACL

- New refugees need more than the 3 months of assistance as per agreement period
- Australian workplace culture and language.
- Because of limited range of employment opportunities due lack of understanding of the significant cultural differences
- Transportation issues – driving with no drivers license and access to cars – MRC needs „people mover“ to help solve these problems
- Increasing number of new arrivals and total size of families/number of children
- rental payments
- Liasising weekly with Real Estates – re problems with clients upkeep of properties and overdue

PROBLEMS/EMERGING ISSUES

- Interdenominational Refugee Support meeting.
- Hunter Refugee Network Meetings
- Centreflink Information session re Income and estimation for taxation purposes.
- Living Skills with Centreflink, Australian Taxation and Department of Housing
- Participated in information sessions and community outings in the past 8 months:
- In cooperation and partnership with some agencies and MRC staff I have organized and provided transport to clients to and from appointments
- (AMEP)

COMMUNITY INVOLVEMENT/EVENTS/INFORMATION SESSIONS/METINGS

- Making initial appointments for language assessment with the Adult Migrant English Program
- Organising the enrolment of the refugee children with the state and catholic schools.
- Organising with Medicare Office the issuing of Medicare cards.
- Unit and Laboratory scope for Initial Health checks.
- Organising doctors appointment for initial health assessments and liaison with Migrant Health Unit and Trauma Survivors to assist with counselling and early intervention programs.
- Referring clients to STARTS (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) to assist with essential items, food, clothing and furniture.
- Liasing with SVP Sydney for their Household Formation Package and also with the Suppliers re time and date of delivery.
- Shopping for new arrivals and also making sure that there is an on arrival meal for new arrivals.
- Grocery for new arrivals connecting of phones, water, gas and electricity.
- Assisting with connecting of essential items, food, clothing and furniture.
- Searching for the appropriate rental properties.
- for the above.
- Liasing with Department of Housing for bond and advance rent. Completing application forms
- Organising the opening of personal accounts with banks
- Tax File Numbers Application – electronically
- Liasing with Centreflink – booking appointments and completing forms for benefit payments.
- Meet new arrivals at the Newcastle airport and transport them to temporary accommodation.
- SERVICES PROVIDED

Table 1 shows the nature of the services provided with general settlement information being the main service issue, 245 instances or 14% of all cases. Income support and finances followed, 229 instances, then Employment 208 & accommodation 155. Most services were given to people aged 25 to 55 years (813), with young people were provided with 709 cases of support and 278 for those aged 0 to 16 years.

In the period of 12 months, the African Communities worker provided 1809 occasions of services to clients by telephone services.

537 people, 1254 occasions were delivered face to face & 555 occasions of service were delivered to clients by telephone services.

CLIENT CHARACTERISTICS		ADDRESSED WITH											
ISSUES	SERVICE NO.	SEX	YEARS IN AUSTRALIA	AGE						HUMAN-ITRAIN-ENTRANT			
				CLIENTS		TYPE		COMP		0-16	16-25	25-55	55+
on each contact		M	F	Under 5	2-5 yrs	5+	Yrs	Yrs	Yrs	Yrs	Yrs	Yrs	Yrs
Immigration Info	102	51	19	83	70	115	18	4	7	62	81	3	137
Income Support & Finances	153	76	21	117	112	139	32		33	77	119	2	171
Material Assistance/ Emergency Relief	21	6	3	15	12	17	3		2	9	16	19	157
Education & Train.	37	20	5	33	24	49	5		13	27	17	54	54
Housing	102	53	19	79	76	119	9	2	24	48	83	130	130
Health	85	37	9	56	66	91	9	3	30	44	48	2	103
Mental Health	3	5	2	5	3	4			2	6	6	2	2
Trauma / torture	24	17	3	19	22	26	5		5	16	21	1	31
Youth Issues	72	34	14	76	30	87	5	2	36	54	16	9	94
Domestic Violence	7	13	2	9	11	7			11	9	9	7	7
Legal	5	2	2	3	4	6			2	5	5	6	6
Police	22	22	9	21	23	17	2		4	18	22	19	19
Settlement Info	174	71	22	135	110	188	19	9	32	91	122	4	216
O/S Documents	1			1		1			1		1	1	1
Filling Forms	102	11	16	45	68	99	12	2	41	54	36	36	113
Explaining Letters	104	16	14	55	65	86	12	4	21	56	36	36	104
Total Number	1254	555		959	850	1302	156	40	278	709	813	12	1495
Grand Total													



Table 1:
Client Contacts Services from October 8 2004 to November 4 2005

This project offers referral & casework information to refugees and special year this project has worked with more than 537 clients & 30 groups. Humanitarian entrants in the Newcastle & Lower Hunter Region. During this

Sudanese & African Communities Support Worker
Community Settlement Services Scheme
Funded by Department of Immigration & Multicultural & Indigenous Affairs
Simeon Majur Pabek

Simon Majur Pal

- ❖ Working with Samaritans Foundations to establish extra English Classes for all African Students Primary/High School - titled Newcastle African and Australian Learning Activities (NAAA). Commenced October 22, and **40** Students attended first day. (Saturday's at St. Augustine Anglican Church at Merewether).
 - ❖ Guest speaker at NSW Regional Communities Consultative Council of Department of Lands session "African Refugees Resettlement in Rural/Regional areas of NSW".
 - ❖ African Communities Settlement Information session for service providers around Newcastle and lower Hunter in partnership with Communities Relations Commission (CRC) and Premiers Department considered African settlement & issues/problems in their resettlement in Newcastle and Hunter areas.
 - ❖ Over **28** attended from different agencies)
 - ❖ Unisex Health Sessions organised by Migrant Health Unit in partnership with CSS and Adult Migrant English Program at Newcastle Camps (TAFE) with all MEP students, **51** males and **41** female attended the session. Interpreters were provided for each group.
 - ❖ Attended two **Interfaith Housing Forums**, two Charnesstown Centrelink Youth Forums.

OTHER WORK

In this year **30** information sessions were organised around Newcastle and lower Hunter region to specific groups of clients and these include; **7** on community development, **3** health, **1** youth issues, **1** housing, **4** employment, **5** African cultural awareness, **3** settlement information, **2** education issues. In addition, **4** sessions were organised on African and Sudanese cultural awareness at Tamworth, Armidale and Lismore although the majority were held in Newcastle and **2** in Gunnedah. More than **648** people attended these sessions. The Sudanese community meetings take place sometimes at the Slington Baptist Church. Most African communities meet at the Migrant Resource Centre.

GROUP WORK

Table 2:

Men made up **56%** of the total client group as shown in Table 2. **72.85%** of clients had lived in Australia for less than two years and would be classified as those most in need of support. Sudanese people made up **47.5%** of the client group followed by Liberians **20.8%**, Australian **17.9%**, Burundi's **12.5%** and Sierra Leone's and Rwandans the smallest number.

To some extent, about 21–23 young African people had been referred to work at Tamworth and Wallenarah. To some extent, about 21–23 young African people had been referred to work at Tamworth vocational training.

As a result of this effort, some young African people have been referred for networks. As a result of this effort, some young African people have been referred for people in conjunction with employment consultant of the MRC and various other job search knowledge of employment. However, the worker has been able to raise awareness and social and economic disadvantage. This impacts greatly on young people's Hunter Region much more than elsewhere in NSW. This impacts greatly on young people's youth unemployment is a huge issue for all young African people, and in Newcastle and

YOUTH EMPLOYMENT

This program runs on weekly basis every Thursday at PCYC hall at Broadmeadow. Foundations and the Newcastle Basketball Association. Participation in partnership with Newcastle Police Citizens Youth Club (PCYC), Samaritans Various sports activities have been established as a way of encouraging young people's participation in

RECREATIONS & ACTIVITIES

I have also attended a conference organised by the Statewide Youth Action & Policy Association in Darling Harbour in Sydney, for two days, on September 13 and 14. As part of skill development, the CSSS worker had attended the introduction to CSSS (module 1) in Department of Immigration and Multicultural and Indigenous Affairs in Sydney on September.

SKILL DEVELOPMENT

Main purpose for this project is to provide support, information, referral, casework, service delivery and development and capacity building to assist in settlement of African new entrants in Newcastle and Lower Hunter. In Newcastle and Lower Hunter, main purpose for this project is to cover gaps in youth services provisions, especially with small and emerging communities.

The position aims to increase youth participation in existing services and where necessary, to develop responses to cover gaps in youth services provisions, especially with small and emerging communities.

The program runs through participation in local and regional youth and community networks.



The aim of the project is to identify and addresses the issues of young Sudanese and other emerging young people of African background across the areas of Newcastle and Lower Hunter. The targeted group is aged between 12–24 yrs.

This program started on the 1st July 2005 and I commenced the work from 1st August 2005.

African Youth Worker
Community Settlement Services Scheme
Funded by Department of Immigration, Multicultural & Indigenous Affairs
Manyang Arob

Managing Aro

In conclusion, this is a very new MRC Project, which focuses on the direct needs of African young people. The strategies developed relate to partnership building with other agencies, schools and the young people themselves.

Background	Numbers	Total
Sudanese	78	78
Burundi	13	13
Liberians	7	7
Rwandans	1	1
		99

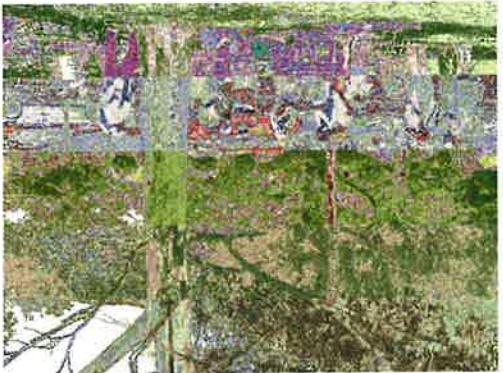
Table 1: Number of African Youth (12-24 years) in Newcastle and the Hunter Region

Table 1 gives an indication of the numbers of these young people the project is currently working with. As can be seen the Sudanese young people have made up the largest group comprising 80 percent of those linking to the project. School provides a relatively easy access to engaging them.

Since August 1st, 2005 up to October 31st 2005, the worker has been working with schools for the purpose of integrating the newly arrived young people into the main stream and to build their confidence and to break the language barriers between African young people and mainstream young people.

A large number of young African people are enrolled in various schools around Newcastle and Hunter Region.

EDUCATION & TRAINING



During 2005 Tamworth has seen secondary settlement of a community of approximately 30 young Sudanese men. This community has settled in Tamworth to work at a local abattoir in response to this the CSSS project has facilitated English language classes at 2 of the households. These classes take place 3 nights per week for 2 hours after work and are focusing on the Standard operating procedures at the work place. Six of the group have just been made permanent employees.

SUPPORTING SETTLEMENT NEEDS - TAMWORTH COMMUNITY

CSSS is facilitating a NATTI training course, which will hopefully be run at TAFE during 2006 in collaboration with TAFE, NHEAH and Centrelink. Currently there are no NATTI accredited interpreters in the New England area.

CSSS is assisting in facilitating health clinics for Sudanese families in Armidale in collaboration with Hunter New England Area Health Service, Multicultural Health Unit, the New England Division of General Practice, local Doctors and the Armidale Sanctuary Group.

Over the past year the CSSS has worked with service providers, community organisations and clients to provide settlement services such as migration assistance, access to childcare and access to employment. I have attended the local Interagency meetings to promote the service and also facilitated discussions between the AMEP program at TAFE and UNE to streamline service provision.

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SUPPORTING SETTLEMENT NEEDS - ARMIDALE COMMUNITY

During 2005, the MRC has facilitated the New England Multicultural Interagency, these meetings have been rotated between Armidale and Tamworth on a 3 monthly basis and are largely attended by service providers such as, Health, Job Network Agencies, TAFE, Centrelink and AMES. This interagency will expand to include a meeting in Gundagai during 2006.

NEW ENGLAND MULTICULTURAL INTERAGENCY

One of my first tasks was to investigate and arrange new office space. This was sorted out and the project moved to 146 - 151 Berry Street, Armidale NSW 2350. Relocation occurred during April and May 2005 this office is a large space with kitchenette and room for meetings, the office is centrally located in the Armidale Mall.

OFFICE RELOCATION

I took up the position of CSSS Project Coordinator on 6 April 2005, I have a great deal of news that is outlined below:

CSSS PROJECT NEW ENGLAND - ARMIDALE, TAMWORTH AND INVERELL

New England Project Worker

Funded by Department of Immigration & Multicultural & Indigenous Affairs

Community Settlement Services Scheme

Leesa Moore

PHOTOS: Refugee Week BBQ – Tamworth hosted by the Tamworth Refugee & Migrant Support Group on Saturday, 29 October 2005.

Leesa Moore

I would like to take this opportunity to thank the MRC Management Committee & staff of the MRC, for supporting my work in the New England area. Gunnebadh to provide information for the existing community of migrants and refugees and any settlement of refugees' and migrants for work. The CSS will set up an Information hub in Gunnebadh will see the opening of two new mines during 2006, which may also see the future settlement.

Currently, Wallengarah, a small town on the border of NSW and QLD is settling African refugees to work at an abbatoir. The CSS project will work in collaboration with TAFE to support language needs of this group.

THE WIDER COMMUNITY NEW ENGLAND

The CSS project will look at forming a support group similar to that in Tamworth to support outreach work given that outreach is only one day per month. The CSS project mainly regards issues at local Inverell High Schools. Support to this community mainly regarding settlement issues at local Inverell High Schools. Refugees who were sponsored by Inverell Sanctuary Group the CSS and DET have provided service providers to promote the CSS in Inverell. Inverell has a small community of Sudanese refugees who are skilled migrants currently working in Health in New South Wales access to language support, Centreflink, Immigration Assistance and childcare.

SUPPORTING SETTLEMENT NEEDS - INVERELL COMMUNITY

There are skilled migrants currently working in Health in New England especially Tamworth support of these clients largely who have sponsored their families in Africa and supporting Sudanese families once they start arriving to settle in Tamworth.

The group is currently looking at supporting the needs of Sudanese individuals and church groups from the Tamworth community and provides assistance to support the role of the CSS worker. The group provides access to language classes, Centreflink, education, school and childcare, social activities and has taken on facilitation of the Tamworth Migrant Women's Support Group.

To support the settlement needs of this group as well as migrants from other backgrounds the Tamworth Refugee & Migrant Support Group formed during September 2005. This group consists of individuals and church groups from the Tamworth community and provides assistance to language classes, Centreflink, education, school and childcare, social activities and has taken on facilitation of the Tamworth Migrant Women's Support Group.



Pat Dring

The old Chinese course states, "May you live in interesting times". It has been interesting, but very rewarding to have worked with such dedicated colleagues and generous volunteers.

know that the volunteers will still be there, welcoming and supporting refugee families. The old Chinese course states, "May you live in interesting times". It has been interesting, but whatever happens we



consortium. The future direction of the CSR Group is still uncertain, but whatever happens we know that the volunteers will still be there, welcoming and supporting refugee families. The old Chinese course states, "May you live in interesting times". It has been interesting, but whatever happens we

time, with the transition of such needy African families. It has also been a stressful

experience, Roz and Simon. It has been a privilege to assist them in the Impressed by the outstanding work of the "refugee team" of Tim, I am leaving the position because I have other commitments, but I leave it in good hands. **Paul Sidebottom** (right), one of the CSR volunteers is

During the six months the volunteers and myself were extremely continuing in the job for one day a week. I am leaving the position because I have other commitments, but I leave it in good hands. **Paul Sidebottom** (right), one of the CSR volunteers is

continuing in the job for one day a week. I am leaving the position because I have other commitments, but I leave it in good hands. **Paul Sidebottom** (right), one of the CSR volunteers is

been distributed, to agencies dealing with refugees as well as to the volunteers coming into the Hunter, OHS suggested public transport brochures. Over **60** kits have procedures, maps of Africa, and maps and background information on the main refugee groups MRC, the IHS (Integrated Humanitarian Strategy), volunteer policies and One of my first tasks was to develop an **Orientation Kit** for new volunteers (which was also gratefully received by ongoing members). The kit contained information on the CSR Group, the

will simply "contact us when they are ready".

moved into paid employment and are waiting to see what time they have available, and several a variety of reasons - illness, personal or family problems, extended holidays; some have people moving in and out with changing circumstances. The "inactive" members are inactive for 16 inactive volunteers. These figures indicate that volunteers are a very fluid workforce, with volunteers from April to October, and in mid-October three were **38** active CSR volunteers and In April there were **19** active CSR volunteers and **11** inactive volunteers. I interviewed **36** new

neighbours.

All these volunteers support African refugees in a variety of ways - welcoming families to community language and homework, and generally being good friends and assisting families to communicate events such as sporting fixtures, concerts, to beaches, picnics; taking families to community shopping and transport to appointments; stoves etc.; assisting household equipment such as washing machines, them in using furniture, blankets and cloths; educating rental housing; providing furniture, blankets and clothes into private rental houses; helping them on their arrival and helping them settle into private



liaised with volunteers from St Vincent de Paul, the Samaritans and the Community Support for Refugees (CSR) Group, and I have also busy and productive. The main group I have worked with has been days a week from mid-April 2005 to mid-October 2005, have been The six months I have spent as Volunteer Resource Worker, for two

Pat Dring

Funded by Department of Immigration, Multicultural & Indigenous Affairs

Volunteer Resource Worker

Schools' Competition: Appointments were made for school students who then had the opportunity to write their responses to the talk and to make suggestions as to how to make Newcastle a more welcoming place for refugees. They were encouraged to respond in a variety of ways – posters, cartoons, PowerPoint etc – and the results from the winning entries have been collated onto a CD, which will be distributed to schools and libraries.

Keduests continue to be made for speakers, with Newcastle Police, State Transit and another Probus Club interested.

- Communitiy groups spoken to include:
 - Ethnic Communities Council childcare workers and staff
 - Rotary Clubs (5)
 - NRMA staff
 - Probus Clubs (2)
 - Lions Club
 - Hunter Women's Centre – staff and clients
 - Centrelink – staff and managers
 - Community groups: World Vision, Westlakes Palliative Care group,
 - Newcastle Speakers' Club
 - Newcastle Students – University
 - Church groups: Salvation Army, Samaritans volunteers, St Peter's – men's and women's groups, Wesley Fellowship
 - Homesstart, Program volunteers (2 groups)

Ambassadors: Volunteers participated in 1 of 3 separate training sessions – held in November, January and July. The sessions were 2 hours X 4 weeks and 19 ambassadors, received certificates – at Harmony Day in March or Refugee Week in October. A visitor from Toastmasters, International and a member of the Newcastle Speakers Club evaluated the speakers. Appointments were made for them to speak to community groups and to school students and 40 presentations were made during the year. The project had a target figure of 1500 people to hear these stories with 2617 being the final number.



Cathy Johnston

Funded by Department of Immigration, Multicultural & Indigenous Affairs

A LIVING IN HARMONY Project

Journeys from Africa – Destination Hunter

Cathy Johnston

Thank you to the hardworking team at the office, who have provided efficient, timely and creative support. Thank you, too, to the Management Committee for its on-going support and to all the staff for making this such a wonderful place to work.

This project has been very beneficial to the ambassadors, school students and the community in general. The well-attended Harmony Day celebration helped to promote the very positive aspects of African settlement locally and the closing function at Refugee Week emphasised the excellent links forged by this *Living in Harmony* initiative.

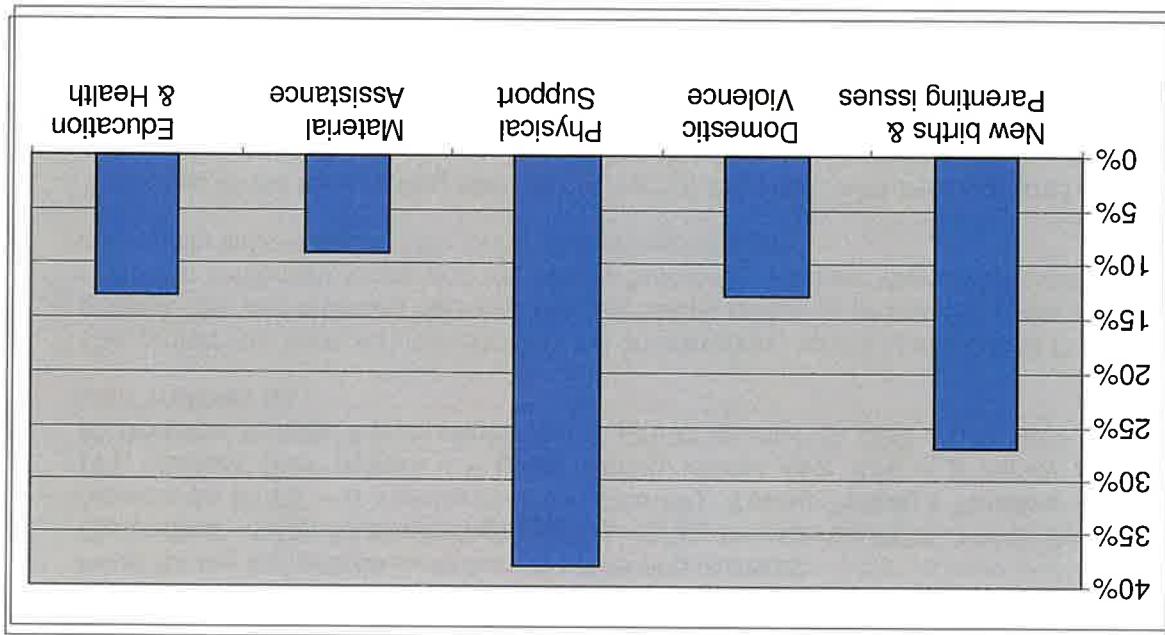
book vouchers B).

McDonald's Family Restaurants (M) - \$20.00 voucher (2 cash prizes were converted into group surfing lessons (\$5), KFC - a Family Meal deal (F); **Surfers Surf School** - 4 group surfing lessons (\$5); **Young People's Theatre** - 6 free tickets to **Newcastle PCYC** - 6 memberships for 2006 (P); **Youth Program** - \$100; **Centrelink** - \$100; **AJ Mayr Engineering** - \$100; **Newcastle PCYC Youth Program** - \$100;

Prizes for the competition came from the following sponsors:

Media	Prize	School Year	School
Moving panels	\$100	Year 5/6K	Mayfield East PS
CD	BY PP	Year 5/6	Jesmond PS
Posters x 3	BY F/M	Year 9	St Joseph's HS
Poem	BY	Student - Year 6W	St Joseph's PS
Poem	BS	Student - Year 6W	East Maitland
Poem	BY	Student - Year 6W	Abberdeen
Poster	BS	Student - Year 5	St Columba's
Cartoon Strip	BP	Student - Year 6	Mayfield
Painting	BY	Student - Year 4	New Lambton South PS
Poster	BY	Student - Year 4	Lambton PS
Poster	BP	Student - Year 2A	Lambton PS
Poster	BS	Student - Year 4	New Lambton South PS
Poster	BP	Student - Year 5/6	Lambton PS
Poster	BS	Student - Year 4	Mayfield
PowerPoint	BS	Student - Year 5/6T	Waratah PS
Comic Strip	BS	Student - Year 5	St Columba's
Poem	BS	Student - Year 6W	St Joseph's PS
Laminated poster	BY	Student - Year 5/6T	Waratah PS
Poem	BY	Student - Year 6W	St Joseph's PS
Poem	BS	Student - Year 6W	East Maitland
Posters x 3	BY F/M	Year 9	St Joseph's HS
CD	BY PP	Year 5/6	Jesmond PS
Moving panels	\$100	Year 5/6K	Mayfield East PS

Winners:

Figure 1: Types of issues presented by target client group

Provide material assistance in filling forms, and translation.

Provide physical assistance for example in transport, accommodation, and shopping.

Providing support during stressful times such as illness, DV, etc.

services.

By providing home based service with flexible durations through regular home visits to increase their knowledge about different issues like child development, health and immunisation, managing day to day duties like budgeting, shopping, and try to link them with an appropriate community services.

This service has provided assistance and support to about **40** families within the last six months. 9 families are supported at one time.

CLIENT STATISTICS

The clients are African families identified as most at risk, with children under five. The areas covered include Maitland, Lake Macquarie and Newcastle.

CLIENT GROUP



This new project is funded by the Department of Community Services - Families First in NSW, to support and improve family dynamics, increase awareness among parents of the health and well being of small children and increase their capacity to be more confident and independent in their parenting practices in new culture, with new rules, obligation, and expectation.

The African Family Support Project started in May this year.

Iqbal Al-samadi

Funded by Department of Community Services

African Family Support Project - Families First

TRAINING/METINGS ATTENDED	
Department of Housing	Refugee Support Network
Centrelink	Multicultural Forum
Starts	Hunter CALD Advisory Group
Home Start	CALD (women from culturally and linguistically diverse background with Disability or care)
Forum	Women's

When the client's enquiry is met, they are exited from the program and a new client is taken on.

Once they access the service, their needs are identified and met, and they are linked to other services if required. Support is provided by this project, through home visits and clients are accompanied to their appointments if necessary. They are also provided with basic counselling and other basic living & life skills.

Clients are referred to this service either as self-reerrals or by other agencies.

CASE PLANNING AND MANAGING

Ethnic Communities Council, Starts, Multicultural Neighbourhood Centre, Centrelink, Home Start, Newcastle City Council, Department of Housing, TAFE, DCS, Hunter New England Health Service, Migrant Health, Family Support Services,

Networks have been developed with the following agencies:

ADMINISTRATION

A flyer has been created and distributed as an invitation for the Women's group as well as other relevant forms associated with the operation of the project.

These sessions were in corporation with Newcastle Family Support Services, Migrant Health Unit, and the CALD transport induction worker.

I have also organised a number of sessions in Nutrition, Parenting, Stings and Bites, Transport Information, Gardening Information and First Aid. These have been well attended. The women are interested & open to learning.

Women or sometimes more have been attending the group.

AFRICAN WOMEN'S GROUP

I have organised an African Women's group, which is meeting regularly every three weeks. 15

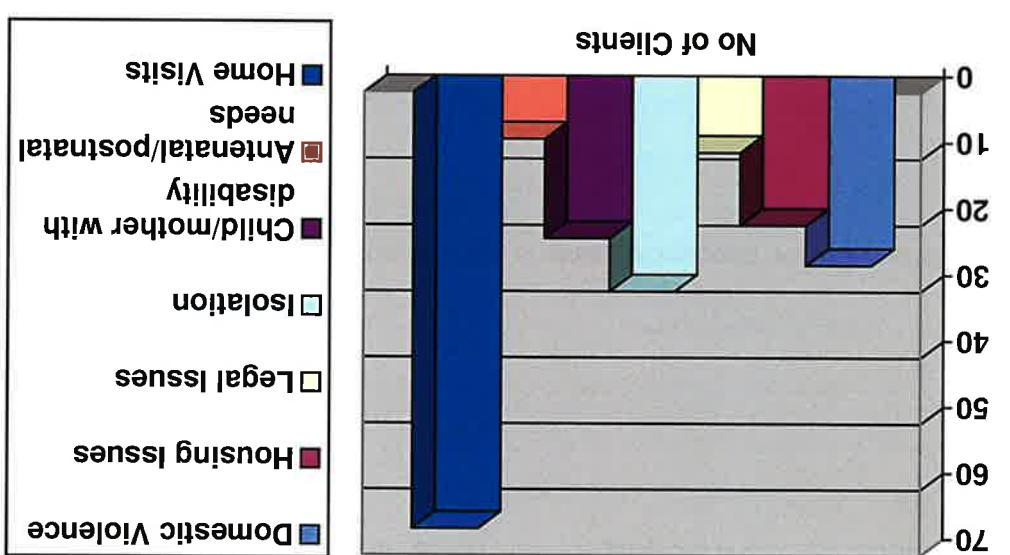


Figure 1: Types of issues presented:

Assistance Provided	No of Clients
Home Visits	66
Antenatal/postnatal needs	7
Child/mother with disability	22
Isolation	30
Legal issues	9
Housing issues	20
Domestic Violence	26

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

TYPES OF ISSUES PRESENTED:

During the 12 months period clients from 38 countries were assisted.

Of all the 66 families who accessed the service either one or both parents were from culturally and linguistically diverse (CALD) backgrounds.

During the 12-month period a total of 66 families have accessed this service from the Newcastle and Lake Macquarie areas. Of this, 24 families received assistance outside of 9 - 5 pm and during the weekends and public holidays.

Multicultural Family Support Project - Families First
Funded by Department of Community Services
Devika Wijewardene

Devika Witewarlene

It has been a very productive and result oriented year for this project and I would like to thank the Director, staff and the Management Committee for their support.

Support Group for the women with young children was started. Parenting group was conducted for African Families with the Estalake's Family Support Services working as facilitators.

Clients accessed this service through referrals from other services, through self-reerrals, Centre basederrals and through other clients who had support from this service. On going case management was provided for the clients with support through home visits, counselling, by accompanying families to appointments and linking them to other appropriate services to achieve the best outcome for the clients.

CASE MANAGEMENT:

Worked with Hunter Family Support Services, Hunter Women's refugees, Hunter Area Health, Migrant Health, Teleoscopy child health unit, Ethnic Communities Council, Multicultural Housing Project, Women's Housing, NewMacquarie, DOCS, Legal Aid, Waratah Police and Department of Neighborhood Centre Local charities and churches, TAFE, Family Court, Newcastle Court, Evans

the Hunter, Men's program at the Newcastle family support services, and the court support services. Worked in partnership with the Migrant Health Unit, Disability Services, Home Start Newcastle and

NETWORKING:

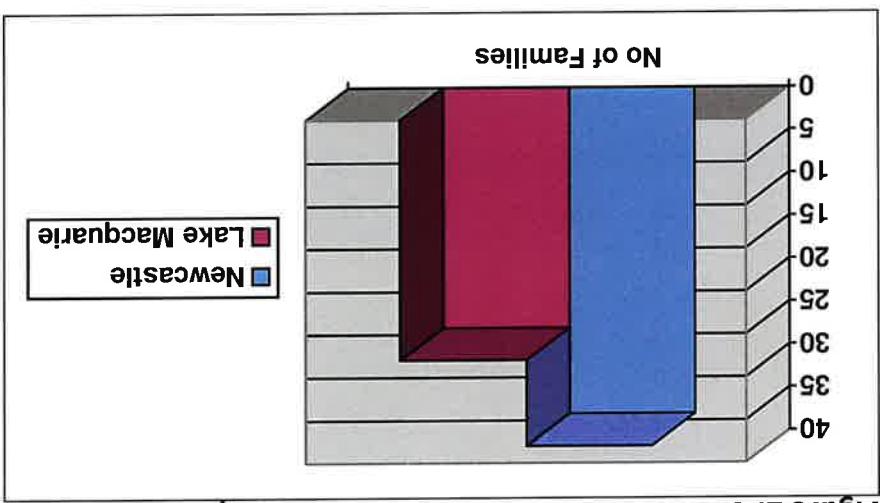
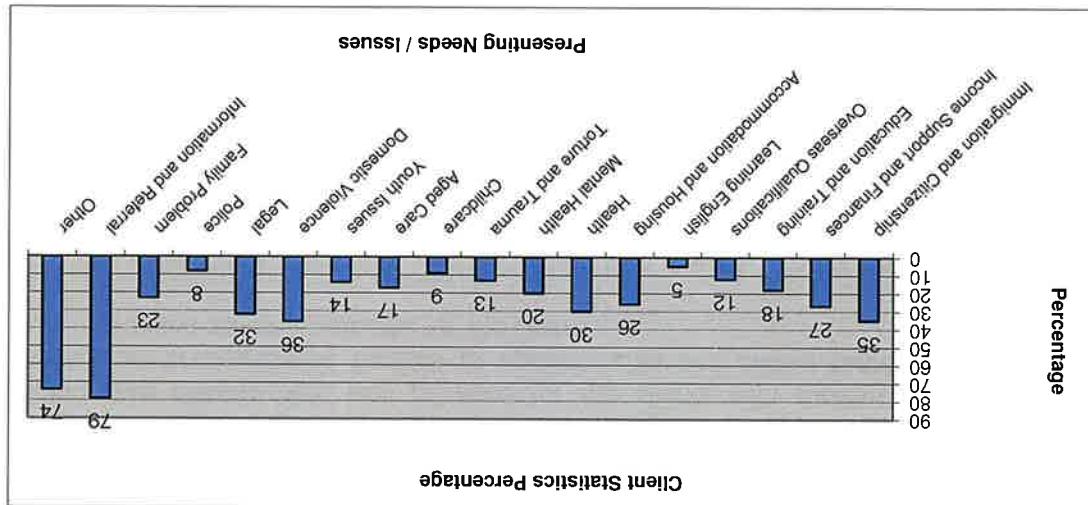


Figure 2: Clients from Newcastle and Lake Macquarie areas:

As can be seen from the statistics, client information and referral services, form a significant part of my work, followed by domestic violence, immigration and legal matters.



From November 2004 to November 2005, I have assisted 300 people with a variety of problems and issues. Some of them presented problems that were complex and at times stressful. On many occasions a client presented a number of concerns and difficulties. The issues faced by clients are described in the following table:

CLIENT STATISTICS

- Provision of quality bilingual information and referral both on individual and group basis
- Assistance from empower individuals and families in crisis, generally resulting from domestic violence situations
- Consultancy to other service providers regarding Filipino cultural issues to assist in a more sensitive and relevant service provision
- Functions and events support for community development activities among Filipinos, such as Cultural functions and events

In answering these questions, during the year I have provided the Filipino community with the following services:

Reflecting on the year is always a challenge and as I look back on the past 12 months, I ask myself...what have I done? Have I made a difference?



Filipino Welfare Project
Funded by Department of Community Services
Pet M. C. Kelly

Pet M. C. Kelly

Philippine Welfare Service.

Once again, it has been a very hectic and a challenging year for me. I have however, terrific support from my colleagues at the centre and I would like to take the opportunity to thank them. Thank you too, to the MRC Management Committee for their most valued support to the

During the year I have attended the following:

OTHER ACTIVITIES

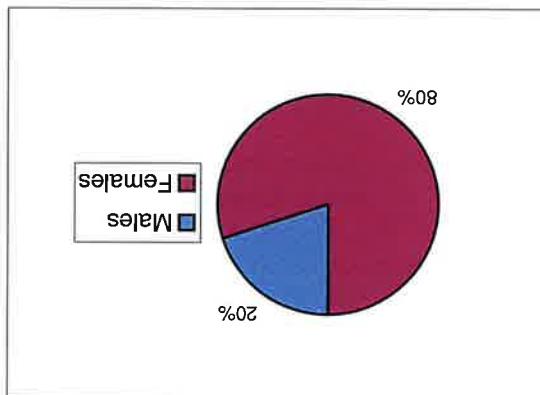
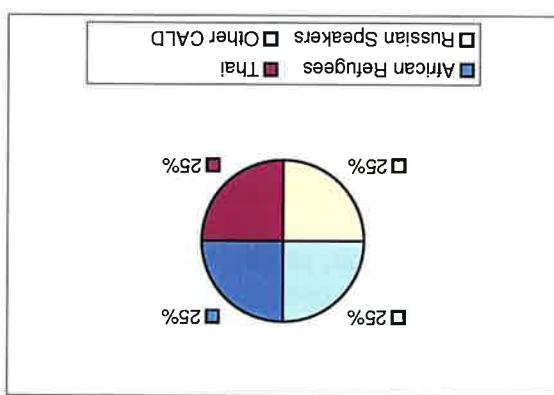
- I have organised the following for the Filipino community:
 - Consultation re: Health Issues of Filipinos with Carmen Vecchi, Multicultural Health Liaison Officer
 - Coordinated MRC Filipino Social Group/End of the Year Party
 - Health Information Sessions (in Partnership with Hunter New England Health Unit, with Carmen Vecchi; Back Care, Relaxation, Dementia, Benefits of Exercises, Our Bones, Save a Life (Organ Donation)
 - Seminar on Food Preparation, Handling, Transport & Legal Issues/Policy on Sale of Cooked Food, with a speaker from Health & Environmental Services of Newcastle City Council
 - Information Session on Philippine Citizenship Retention & Reacquisition Act 2003 known as Dual Citizenship with Philippine Consular officials from Sydney as guest speakers
 - Session between an Employment Recruitment Agency and MRC Filipino Social Group at the MRC re: a Flower Farm wanting to hire Filipino women

COMMUNITY DEVELOPMENT

Other services include social/emotional problems, supporting letters, transports of difficulties, filling up forms, interpreting, translation of documents, suicide, death/bereavement, separation/divorce, harassment/discrimination, traffic offences, compensation outside of marriage, lost passport and renewals, cultural and educational information, the need for referee, access to belongings, gambling problems, Phillipine birth certificate authentication, negligent household dispute, employer/employee dispute, income tax return lodgement, lost ATD notice of assessment, JP duties, etc.

COUNTRY OF ETHNIC ORIGIN		
Afghan	Indonesia	Iraq
Australia	Somalia	South Africa
Austria	Italy	Spain
Bosnia	Japan	Sudan
Brazil	Liberia	Tahiti
Burundi	Macdonia	Thailand
China	New Zealand	The Rep of Congo
England	Panama	Tunisia
Fiji	Papua New Guinea	Ukraine
Finland	Philippines	Uruguay
France	Poland	Venezuela
Greece	Rwanda	Vietnam
Germany	Sri Lanka	Zimbabwe
Honduras	Samoan	
India	Sierra Leone	

Overall, client backgrounds have presented the wide range of ethnicity that this program has been serving in the thirteen years of its operation. Up to 43 ethnic backgrounds were represented.



CLIENT PROFILE:

The service provided approximately 1400 occasions of services assisting 30-40 clients per month.

This year, the activities of the Family Support Worker focused on responding to the needs of newer & emerging communities in the Local Government Areas of Newcastle & Lake Macquarie, such as recent African refugee arrivals, Thai, Russian speakers & other CALD people.

Multicultural Family Support Worker
Tima Otto ♦ Allia O'Regan ♦ Jannita Loli ♦ Neillie Srisurapan
Funded by Department of Community Services



The service has also worked collaboratively to support activities of other Centre based projects, especially the Refugee Service which continues to be very challenging families, a task which continues to be very challenging.

- **Russian Speakers** – 5 information sessions were held specifically for the Russian speakers on the following issues: Health, Transport, Legal, Women's Issues & Citizenship. attendance of 20 individuals per session.
- **Thai Friendship Group** – Conducted 10 meetings in the year, with an average of 14 individuals per session.
- **Sudanese Women's Support Group** remained active, focusing on cultural & craft support networks.
- **Russian Skills etc**, resulting in a reduction of social isolation & the strengthening of social activities & met on a weekly basis. Presentation on a number of issues relating to Health, Transport, Legal, Women's Issues & Citizenship.

The service facilitated meetings of several support groups on a monthly basis & also addressed women's needs.

GROUPWORK

Services Provided	No of Instances	Services Provided	No of Instances	TOTAL	1400
General Information	300	General Support	200		
Counseling	219	Court Support	21		
Advocacy	95	Filling Forms Assist.	88		
Consultancy	70	Home Visits	50		
Referrals	144	Agency Visits	70		
Mediation	143				

Table 2: Services provided to individuals & families

SERVICES PROVIDED:

Problem/Issue	No of Instances	Problem/Issue	No of Instances	TOTAL	1400
Family/Parenting	280	Language	130		
Housing	90	Employment/Education	90		
Domestic Violence	155	Other/Referral	185		
Legal	85	Health	155		
Income Support	230				

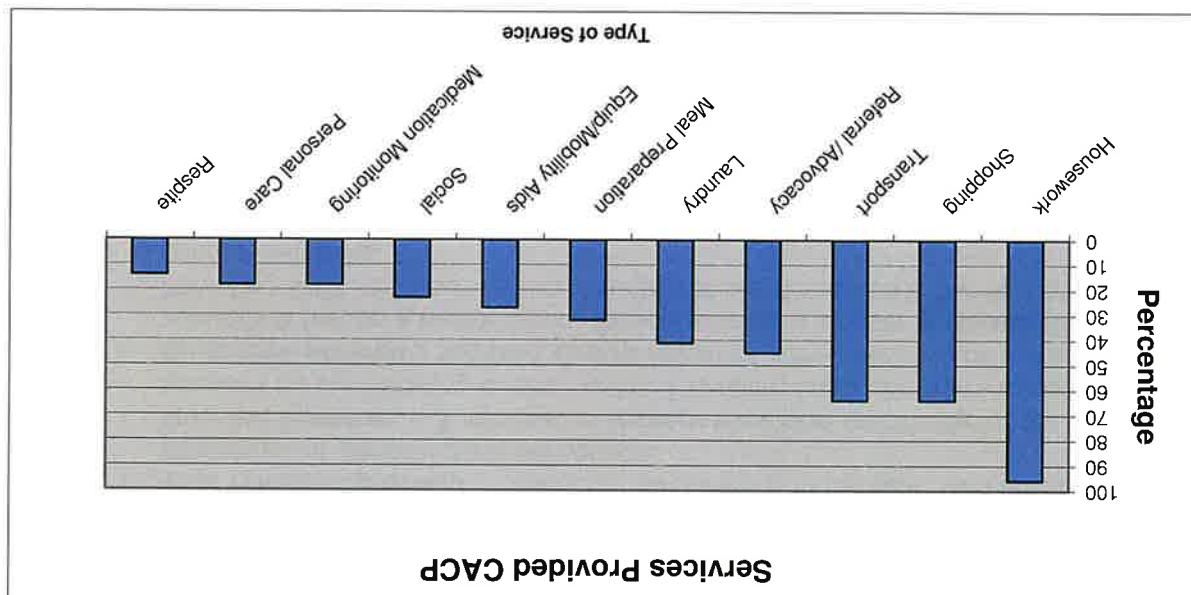
Table 1: Issues presented by clients

CLIENT PROFILE:

We are currently providing assistance to **22** people (or 22 packages) to care recipients living in the Newcastle, Lake Macquarie, Maitland and Port Stephens local government areas - **16** females and **6** males. As the following chart shows the majority of our care recipients live alone while others have either a partner or a carer who lives with them and 9% have a diagnosis of dementia.

CARE RECIPIENT PROFILE

On average we provide about 3.5 hrs of help per week for each care recipient - some only need 1-2 hrs per week and some up to about 9 hrs.



SERVICES PROVIDED

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



Earlier this year we said goodbye to one of our part time Coordinators, Suli Lohoea, who left to take up a Social Work position at a local hospital - she will be sadly missed. However, we were fortunate to obtain the services of Lupe Fonua, both as part time CACP Coordinator and Tongan Welfare Worker.



Community Aged Care Packages
Funded by Commonwealth Department of Health & Ageing
Sue (Slavica) Hristov
Lupe Fonua
Fundraising

Lupe Fonua & Sue (Slavic) History

We wish to thank management, particularly Violetta, and fellow colleagues at MRC for their invaluable assistance and support during a very challenging year - a Safe and Happy Festive season to everyone - may life be good to you in the New Year.

In order to ensure quality service provision the Department of Health and Ageing has introduced new accountability requirements for CACPs this year. Based on a continuous improvement model it will involve a desk audit, followed by a site visit.

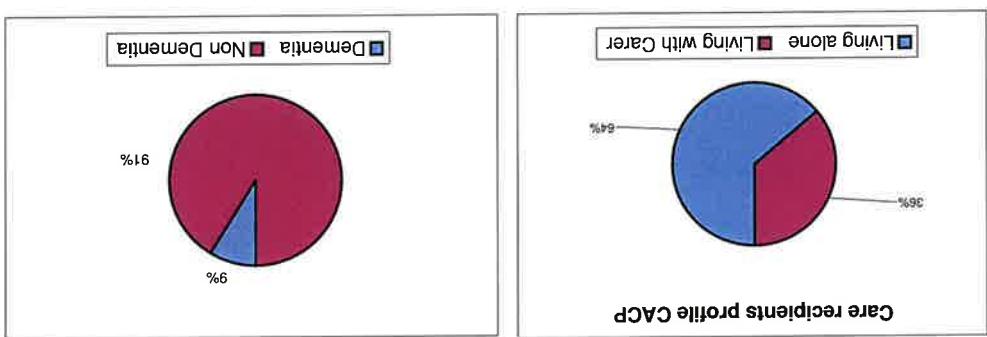
NEW ACCOUNTABILITY FRAMEWORK

The direct service provision is contracted to a number of brokerage agencies. Having a choice of a larger pool of care workers has proven to be an efficient and effective means of being able to meet the individual cultural and linguistic needs of our carers.

The Coordinators are responsible for the considerable case management component of the packages which involves ongoing monitoring and responding to carer recipients' changing health needs as well as general advocacy with other community services such as community nurses, doctors, physiotherapists, podiatrists, despite organisations etc. It also involves more intensive assistance on discharge from hospital and at other times of personal or health related crisis experienced by carer recipients.

MODEL OF SERVICE PROVISION

The car recipients come from a variety of cultural backgrounds: Italy, Greece, Poland, Ukraine and Germany, Sri Lanka, Macedonia and Hungary.



CLLENI PROFILE

- In addition a total of **20** carers have been supported by direct service provision.
 - All clients have been reviewed after 6 months of service.
 - There are no clients on waiting list & every client referred has been offered service.

SERVICES PROVIDED

HMRs, is staffed by one part-time coordinator (3 days per week). Direct care services are provided on a brokerage model, i.e., care workers are contracted as needed from other existing providers such as Uniting Care, Homecare and ExtraCare. The brokerage model has proven to be an efficient and effective model, as it enables the project to have a wider pool of workers to choose from and enables the cultural and linguistic needs of particular clients as well as ensuring all insurance issues are covered.



MODEL OF SERVICE PROVISION

Hunter Multicultural Response Service (HRS) is a new service launched to MRC in early 2005. The service provides respite care for frail older people with dementia from non-English speaking backgrounds experiencing difficulty in attending Day Care Centres. The service provides a culturally appropriate worker to assist with care of clients at Day Care Centres to sustain the placement and to provide the carers some respite.

Christine Follett

Hunter Multicultural Respite Service
Funded by Department of Aging, Disability & Home Care (DADHC)
– Home & Community Care (HACC) Program

Christine Follett

I would like to thank the Management Committee & my colleagues at the MRC for their assistance and support, which was invaluable in starting the service and enabling the service to build so quickly.

- MEETINGS attended on a regular basis include:
 - HMRs Advisory Committee
 - HACCS Ethnic Aged Services Network
 - HACCS Services quarterly meetings
 - Multicultural and Demetria Interagency meetings

MEETINGS attended on a regular basis include:

- TRAINING / CONFERENCES attended throughout the year include:
 - Alzheimer's Conference in Sydney (8-10 May)
 - Seminar on Enduring Guardianship at West Leagues Club (17 May)
 - Support Groups, Workshop – Alzheimer's Australia (29 August)
 - Healthy Ageing Expo, Alzheimer's Australia, Club Macquarie (12 Sept)
 - Dementia Professional Forum – Demystrifying Dementia, Combined Central Coast Primary Dementia Care Network – Hunter Dementia, Mingaraa Recreation Club, Tumbi Umbi (14 September)
 - Dementia Forum – Demystrifying Dementia, Combined Central Coast Primary Dementia Care Network – Hunter Dementia, Mingaraa Recreation Club, Tumbi Umbi (14 September)
 - Information Session on the new DADHC Integrated Monitoring Framework & update on Minimum Data Set (23 September)
 - HACC Orientation (18 October)
 - Dementia Care Competency Course (8-9 Nov, 22-23 Nov)

TRAINING / CONFERENCES attended throughout the year include:

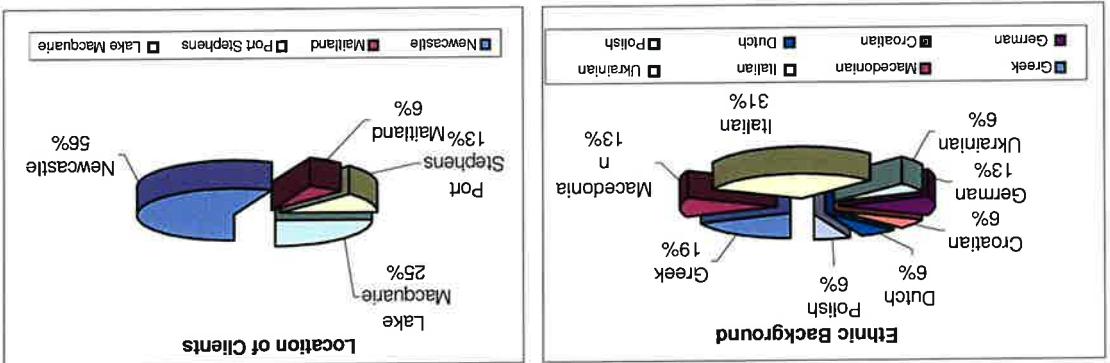
The service coordinates the monthly meeting of the group at the Migrant Resource Centre on the third Wednesday of the month. Throughout the year we have had speakers and information sessions to assist and support carers of migrants with dementia from the following organisations: Educare, Carelink, Baronia House and Central Dementia Service as well as various outings.

MULTICULTURAL DEMENTIA SUPPORT GROUP

- The following administrative tasks have been undertaken during the year:
 - Policy and procedure manual compiled.
 - Promotional brochures and client handbook have been created and translated into 12 relevant community languages.
 - MDS statistics compiled and sent to DADHC quarterly.

The following administration tasks have been undertaken throughout the year:

ADMINISTRATION



We started receiving Client referrals in March 2005 and the numbers are steadily increasing. This is shown in **Figure 1** below.

CLIENTS
Gosford
5
No. of Volunteers

Table 1. Volunteer Distribution on the Central Coast

Several Volunteer Orientation sessions have been held this year. Training for the Volunteers has also commenced with **6** Volunteers attending the Introduction to Demenita training held.

The next training event offered to the Volunteers will be held late November.

To date, the service has **16** registered Volunteers, **5** of whom are actively servicing Clients, **2** had to resign due to work commitments, **3** have limited ability and the rest are waiting to be matched with suitable Clients. **Table 1** shows the Volunteers distribution for the project.

The nationalities of the Volunteers are as follows: Australian, Spanish, Filipina, Malaysian, Czech, Serbian, and Greek.

A comprehensive Orientation Session and Volunteer Handbook were also developed to ensure the Volunteers were equipped with knowledge of the necessary policy and procedures.

An advertising campaign assisted us to commence the recruitment of Volunteers.

VOLUNTEER RECRUITMENT

Our next big task was to develop a service brochure and commence promoting the service in the community. The service promoted mail out of our service information to all government and non-government organisations, local churches, to community/neighbourhood centres, ethnic community groups and a media release to all Central Coast commercial and community newspapers and radio stations.

Late April, we found suitable premises in the Gosford area and immediately commenced equipping the office with all of the necessary equipment, technology and furniture.

February 2005. The service commenced after the MRC employed two coordinators and an office manager in the first 3 months were taken up with finding suitable premises to operate out of and to also introduce our service to the Central Coast community services and the community itself. We attended many meetings in this period, at an average of 12 p/week, visiting: Local HACC services, community/neighbourhood centres, ethnic community groups and other related services and organisations to inform them of the new service and to also get a clearer picture of other services/organisations existing on the Central Coast.

The service commenced after the MRC employed two coordinators and an office manager in February 2005.

The service commenced after the MRC employed two coordinators and an office manager in

Coordinators: Olivia Funete, Dusan Marganovic ♦ Office Manager: Shariene Huber

— Home & Community Care (HACC) Program

Funded by Department of Ageing, Disability & Home Care (DAHC)

Central Coast

Multicultural Social Support Service



We are grateful to the MRC for giving us an opportunity to be a part of such large and well-respected organisations. The MRC's excellent reputation in dealing with existing and new CALD communities enables us to promote our service on the Central Coast with great ease.

CONCLUSION

Another test will be to initiate improvements in the interactions between detectable members of smaller ethnic groups and investigate the formation of networks that would reach any isolated members of their communities.

Building and maintaining our pool of Volunteers is also going to be a challenge. We aim to continue advertising our new Volunteers as well as providing some social incentives for our current Volunteers.

Events and other activities, which would improve our visibility in CALD communities and help increase Client numbers.

We plan to expand our involvement in local forums, community consultations, exhibition

CHALLENGES FOR 2006

The Advisory Committee has met at varying times and has played an integral role in providing valuable feedback and advice for the Team, especially during the development of various documents. We thank the Committee for their participation and direction.

An Advisory Committee was formed in April to support the project and provides representation from the following: Department of Ageing, Disability & Home Care, MRC, HACC, a Volunteer, Central Coast Health Care Support, Aged Care Assessment Team, a Care and the Australian Heleneic Association.

PROJECT ADVISORY COMMITTEE

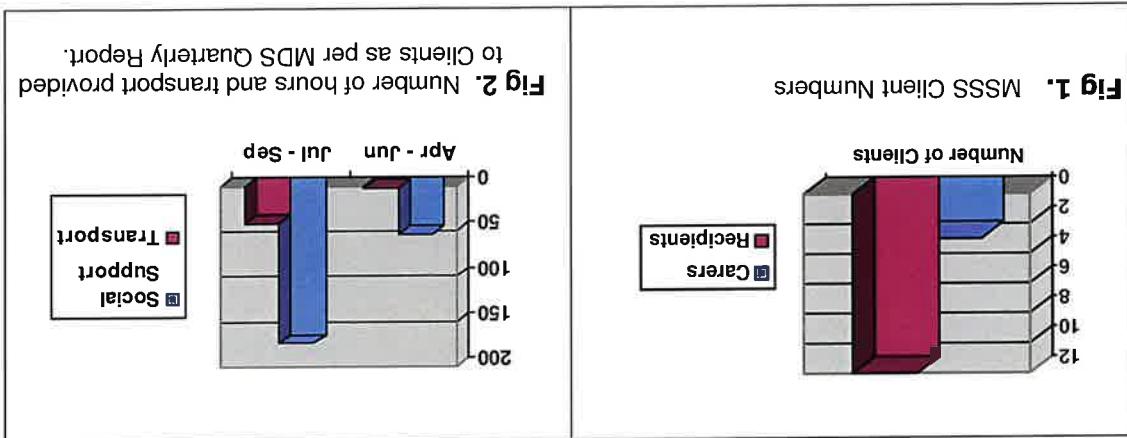


Figure 2 shows a significant increase in the total number of service hours and transport provided to Clients. This can increase is evident by comparing the quarterly Minimum Data Set (MDS) figures that are submitted quarterly to our funding body. (**Figure 2**)

loss of visitors was limited with all remaining visitors being very conscientious and enthusiastic. Hunter transport has been identified as the major issue for Volunteer Visitors. In the Lower MRCVS, visitors travel is **15670** kms, or approximately 850 kilometres for each visitor. Despite this, the settlements and towns and poor regular services all act to challenge services. Despite this, the visitors poses with transport. As was mentioned earlier, the approximate distance the MRCVS' circumstances. A continuing issue for the visitors is the distance travelled and the future dependent on the visitors' health. Two developed severe illnesses and one's company became very ill and caused the visitor's withdrawal. This visitor is expected to return in the future depending on circumstances. During this period, **3** visitors withdrew from the Scheme for various reasons, mostly associated with poor health.

Active Visitors	Recruited during Scheme (At the beginning of July 2004)	4	17
Visitors who withdrew from the Scheme 2004-2005	2004-05	(2004-05)	3

TABLE 1 Number of Community Visitors employed by the MRCVS 2004-2005

Table 1 shows the numbers of Community visitors employed by the MRC CVS had **18** active visitors in the 12 months to the end of June 2005. As the table shows, the MRC CVS had **18** active visitors in the 12 scheme during 2004-05. These will be reviewed annually to ensure best practice for the MRCVS project. These will be examined in this light in the next year will be to include the "Principles of the Charter of Service in an Multicultural Service" into these procedures.

A new range of policy and procedure items were completed and are being incorporated into the overall Policy and Procedure Manual of the MRC. These will be reviewed annually to ensure best practice for the MRCVS project. An area to be examined in this light in the next year will be to include the "Principles of the Charter of Service in an Multicultural Service" into these procedures.

23 Nursing Homes in the Lower Hunter, especially the Lake Macquarie part of this area were regularly visited as part of the Scheme with **55** residents receiving visits. This is discussed in more detail below.

Over **740** face-to-face visits were conducted during this period and the distances travelled by the visitors to provide their service totalled approximately 15670 kms. Migrant Resource Centres' Visitor Scheme continues to provide a consistent, efficient, effective and highly valued visitors program to residents of a migrant background needing a visitor in lower Hunter nursing homes.

The Migrant Resource Centre's Community Visitor Scheme (MRCVS) continues to provide a consistent, efficient, effective and highly valued visitors program to residents of a migrant background needing a visitor in lower Hunter nursing homes.



Community Visitors Scheme
Funded by Department of Commonwealth Department of Health and Ageing
2005 ANNUAL GENERAL REPORT

Johanna Dupré

We expect our CVS to continue to be a high need service. In fact we expect requests to increase in this year. Some of this will also occur due to revisiting many nursing homes in the region as well as ongoing telephone and internet contact. We look forward to acquiring new volunteers to meet some of this potential increase.

CHANGES FOR THE FUTURE SERVICE PROVISION

As with previous years the Visitors continued to have information sessions to update them on current issues, including a session on dementia. Another major issue for some of the MRCVs is that information sessions on certain topics do raise individual fears for the Visitors. There can be a tendency for some visitors to view the experiences of their residents as the road that they themselves will travel. Others are not affected and seek more information to better skill themselves in handling their visits.

ORIENTATION ACTIVITIES

The reason for the MRCVS stopping a Visitor to a Nursing Home usually due to a change in circumstances for the resident, with 5 residents passing away. The alternative problem was when a Visitor could not maintain contact due to their circumstances, which was a Visitor health issue.

LGA	Total of Nursing Homes Currently Stopped Visiting	Currently Being Visited	Homes Visited in 2005	Total of Nursing Homes Currently Stopped Visiting etc (2004-5)
Newcastle	6	2	8	
Lake Macquarie	7	4	11	
Port Stephens	1	0	1	
Cessnock	0	0	0	
Maitland	0	0	0	
Totals	14	6	20	

Table 2: Number of Nursing Homes Visited by LGA

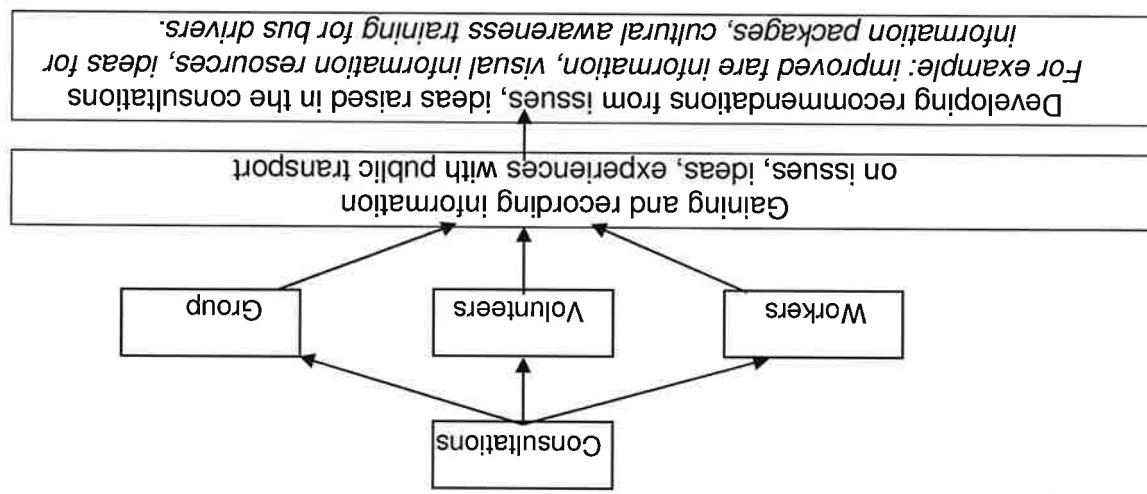
The MRC Community Visits scheme covers 5 LAs being Newcastle, Lake Macquarie, Port Stephens, Cessnock and Maitland. The Scheme had residents in 3 of the LAs. Most of these LGA's have a rural - metropolitan interface. The spread of the MRC CVS is shown in Figure 1.

LEVELS OF METROPOLITAN ACTIVITY AND RURAL REMOTE ACTIVITY

One of the Hunter Ethnic Aged Network meetings (November 2004) attended by the Coordinator, focused on this topic with the speakers at the meeting not having an answer for services wishing to provide for elderly migrant clients. As can be seen the MRCVS seeks to work in partnership with other local ethnic agencies to resolve this issue.

Visitor recruitment continues to be an issue but pleaseing to say 4 new Visitors joined the MRCVS late in the year. The issue of Volunteer recruitment continues to be another issues for all services, none the least the MRCVS.

- 29 August 2005 - Community Refugee Support Volunteers - 30 Participants
 - 3 August 2005 - Newly Arrived African Family - Family Group
 - 11 August 2005 - African Women's Group - 7 Participants
 - 19 September 2005 - MRC Caseworker Consultation - 4 Participants
 - 21 September 2005 - MRC Caseworker Consultation - 8 Participants
 - 14 October 2005 - Filipino Community Consultation - 15 Participants
 - 23 October 2005 - Japanese Community Consultation - 16 Participants
 - 5 November 2005 - Thai Community Consultation - 8 Participants
 - 10 November 2005 - Follow up session with the African Women's Group
- To date consultations have been held with the following community groups:



Project Plan:

The overall aim of the CALD Transport Induction Project is to assist newly arrived refugees and migrants to the Newcastle area in utilising skills in getting around, their new community, accessing NSW Ministry of Transport and support services to provide information, improve awareness and gather qualitative information on CALD individuals, improve experience with Newcastle's transport system. The information gathered from consultations will be reported back to the Ministry of Transport community consultations to improve transport service provision to CALD communities. The Project recommends to improve transport related matters, MRC staff and their clients to support them in transport related matters. A further aspect of the project is to distribute around 125 (75 adult and 50 child/concession) Timetren travel passes, in Transport Information packages, that will be provided to clients to encourage and assist them with initiating their travel on the public bus system. This has recently begun and will continue over the remaining two months of the project.



The CALD Transport Project is a MRC based project, funded by the NSW Ministry of Transport and supported by the Regional Transport Coordinator from the Newcastle office of the Ministry of Transport. It is a six month, 6 hours per week project that began in July 2005.

CALD Transport Induction Project

Carla Silva
Funded by Ministry of Transport

Carla Silva

The CALD Transport Induction Project will conclude in early January with a report to the Hunter Regional Transport Coordinator from the Ministry of Transport, which will include potential recommendations that will seek to improve information and access for CALD communities to Newcastle's public transport system.

- Some CALD groups possess limited knowledge of transport information, buses – family fare deals, concessions etc.
 - Lack of public transport information available in other languages
 - a full fare.
- This leaves a gap for other benefit recipients who are required to pay recipents who are registered as looking for work or who are students.
- Travel concession cards are only issued by Centrelink to benefit Protection Officers.
 - Need for cultural awareness training for Bus Drivers and Revenue arrival to facilitate public transport use.
- fare deal, timetables, fare evasion are required in an accessible format (and appropriate community language) early after general orientation information such as fares, routes, family even people who possess English skills.
- Finding out information initially is difficult for newly arrived people, the Newcastle area.

beginning to use public transport for newly arrived people to identify that there is an approximate 3 months' transition to migrants, refugees and humanitarian entrants;

- Initial orientation the main difficulty experienced by newly arrived Some of the initial information gathered through consultations has highlighted that:

To date approximately 180 Newcastle Transport Information kits have been distributed to people through community consultations, individual support, and MRC staff. These kits have included Newcastle Buses and Ferries Transport Information Guides, CALD Transport Project Fact sheets (highlighting bus free information), Newcastle City fare-free buses, Family Fare tickets and a TimeTen ticket information sheet.

Details and where to get further information, and recently, where appropriate, TimeTen bus deals and information to a number of people on an individual basis, including volunteers, clients and MRC staff.

From these consultations I have provided follow up information and support in relation to documented issues, concerns and information needs. I have also provided transport support and information to a number of people on an individual basis, including volunteers, clients and MRC staff.

- Suggestions were taken from the class for other topic areas, these included:
 - CD/DVD Burning
 - Photo editing and printing
 - Networking two or more computers and sharing the Internet across
 - Simple Web page design
- OTHER TOPICS**
- Information about instant messaging software
 - How to send attachments and emails to multiple people
 - How to setup email software with your Internet Service Provider (ISP) email settings
 - Signing up for a free web based email account
- EMAIL AND MESSAGING**
- Internet security concerns
 - Internet bill paying
 - Internet Banking
 - Useful web sites
 - Methods of Internet searching
- INTERNET USAGE**
- Basic typing skills with an introduction to touch typing
 - Peripheral devices e.g. Printer, Modem, Scanner
 - What not to touch on your computer
 - File/folder manipulation and creation
 - Windows navigation
 - General computer usage
- BASIC COMPUTER KNOWLEDGE**
- After completion students developed a good grounding in the following topics:

Not all students had a firm grasp of written English because of their migrant background. While they had no trouble conversing in English, their written skills made exercises such as Internet searching and Word processing a little difficult. More intensive support was required in this area and one-to-one assistance was required to spell out more difficult words and/or type them for the student.

Student skills varied somewhat. This problem was overcome by splitting the students into beginner and intermediate groups. This allowed the course to run more smoothly as students weren't waiting for others to finish.

The course was comprised of two hours per session, two to three times a week over a period of five weeks. It was arranged this way as the students had trouble concentrating longer than 2 hours per day.

The wide range of information and services available to them via a computer system connected to the Internet in Australia.

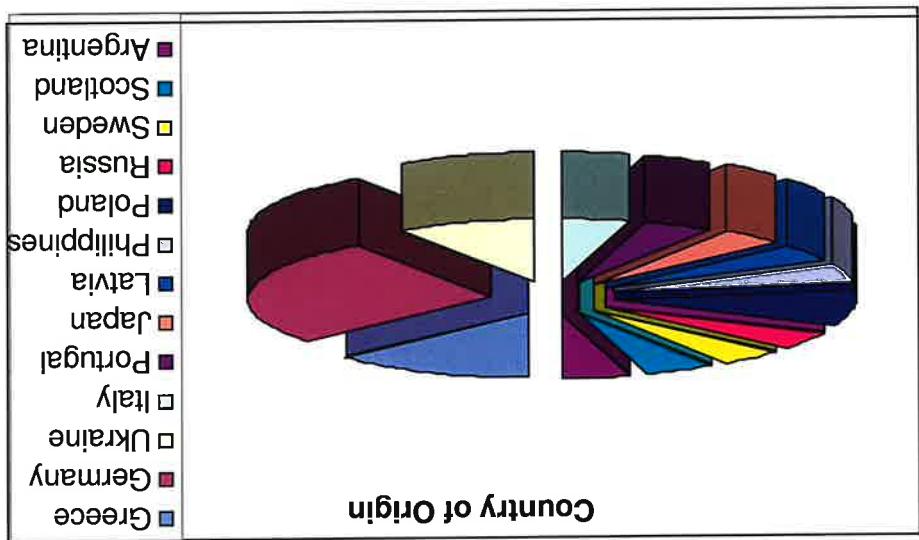
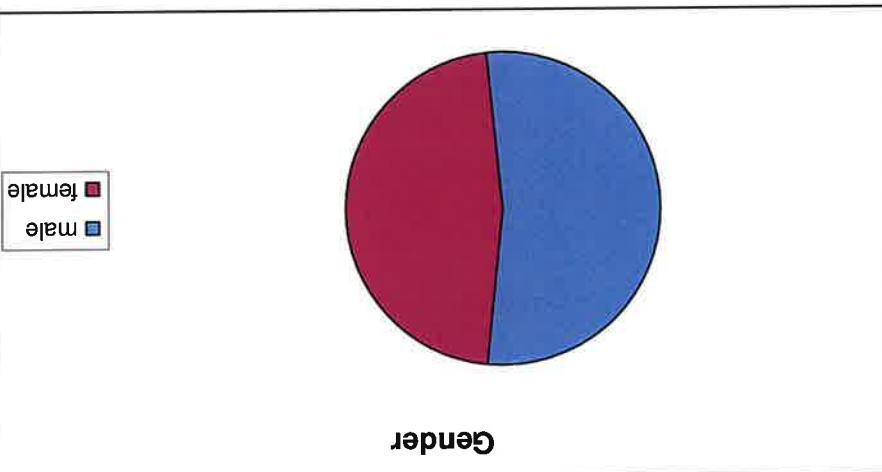


Computer Training For Seniors
Funded by Department of Ageing, Disability & Home Care (DAHIC)
Daniel Follett

Daniel Follett

They became very proficient in Internet usage and e-mailing which enabled them to communicate more efficiently with family and friends from their country of origin. However, when asked if they would use their new found skills to pay bills and conduct internet banking almost all of them still preferred the security of face to face contact with a real person.

Feeback received from students was almost all positive. They felt as though they had improved their computing skills and reduced some of their concerns about living in the computer age.

CONCLUSION

A total of nine courses were completed, servicing forty-five students all together. Their ages ranged from fifty five through to seventy-five. Country of Origin and gender are shown in the graphs below.

STATISTICS

LOUISE GIBSON
Refugee Settlement
Assistant



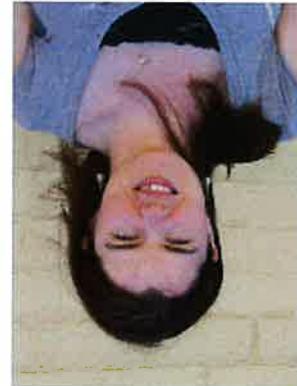
ROZ KAPUSTA
Refugee Settlement
Officer (Visa 202)



SHARRNA DUFFY
Administration Officer



SINEAD BUCKLEY
Citizenship &
Administration Officer



MARY MILEVSKI
Office Manager



ARLINE RICHARDS
Financial Controller



LULU TANOTOS
Deputy Director
Migration Agent



MRC Staff Members

Other

African Community	Korean Group	African Women & Children	Amnesty International	Bahai'i Community of Newcastle	Bosnian Community of Newcastle	Community Support Group	DIMIA Immigration Officers Field Visits	Espenato Society	Estonian Community of Newcastle	Filipino Community Choir	Filipino Women's Group	First Aid	Greek Macedonian Brotherhood	Pavlos Melas	Greek Orthodox Holy Apostles	Greencard	Guaridianship	Hamilton Multicultural Walkers Group	Tamill Language School	Tongan Community Choir	Hamilton Olympic Soccer Club	Homestart	Hunter Refugee Network	Hunter Community Legal Clinic	United Nations Association	Vietnamese Language School	Work Directions	Intergeneracy on Migrant Issues	International Choir
African Community	Korean Group	African Women & Children	Amnesty International	Bahai'i Community of Newcastle	Bosnian Community of Newcastle	Community Support Group	DIMIA Immigration Officers Field Visits	Espenato Society	Estonian Community of Newcastle	Filipino Community Choir	Filipino Women's Group	First Aid	Greek Macedonian Brotherhood	Pavlos Melas	Greek Orthodox Holy Apostles	Greencard	Guaridianship	Hamilton Multicultural Walkers Group	Tamill Language School	Tongan Community Choir	Hamilton Olympic Soccer Club	Homestart	Hunter Refugee Network	Hunter Community Legal Clinic	United Nations Association	Vietnamese Language School	Work Directions	Intergeneracy on Migrant Issues	International Choir
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Centre Usage 2005

Thank you to all those who attended, participated & celebrated with us!

by Ambassadors - Living in Harmony Project 2005
Photographs are accompanied by a selection of quotes

Saturday 29 October
Newcastle Foreshore Park
5
Friday 28 October
Singleton Community Services Centre (class extension)

Held at

REFUGEE WEEK CELEBRATIONS 2005

The following pages are dedicated to the

2005
Living in Harmony Project
Journeys from Africa - Destination Hunter
Ambassador
Robert

that I have been shown
"
to show them the friendship
and I will feel privileged
for I will know the story
I will not have to ask their story
from another war
and I can welcome another refugee
When I become a citizen of Australia

REFUGEE WEEK 2005



Africa is the biggest continent in the world. It has more than 15 countries, with different cultures, different tribes & different religions. Many people from African countries now call the Hunter their new home! On these pages is a selection of comments from some of them.

"All we knew (about Australia) was wrong - we would have to break rocks for a living, sheep and cows; there were no churches, no religion... we would be sent to live with Gladys)"



"In our refugee camp in Guinea, the tents leaked so much in the rainy season that we had to stand, holding our children and our mats"

(Eunyce)
"I arrived in Sydney in January 2005. I thought police would arrest me but instead I was welcomed by Australians and I would be made a slave..."
"I was treated as a friend. I began to shed tears and a group from the MRC, because for a long time I hadn't felt so welcome"



"All we knew (about Australia) was wrong - we would have to break rocks for a living, sheep and cows; there were no churches, no religion... we would be sent to live with Gladys)"

"All we knew (about Australia) was wrong - we would have to break rocks for a living, sheep and cows; there were no churches, no religion... we would be sent to live with Gladys)"

“When I was 7,
the soldiers came to our house
and my sisters and I hid inside.
My older sister went to see
what was happening...
but she didn't come back.
we all ran into the bushes...
and then out of town...
and then to another country
”

Eunyce
Ambassador
Journeys from Africa – Destination Hunter
Living in Harmony Project
2005

2005 REPORT

 <p>(Aisha)</p> <p>"During the fighting, we all stayed at home all day and I would quietly look for food - we would run to the shops and run home again...there was no school for the children for 4 years".</p>	 <p>(Makur)</p> <p>"He said to me „Welcome to your second home“ and my family and I felt so happy".</p>
 <p>(Joyce)</p> <p>"Australia is such a lovely country to live in. There are lots of freedom, happiness and great security... All refugees living here feel highly blessed. All my life there were disruptions and difficulties but I was happy the day I arrived in Australia".</p>	 <p>(Robert)</p> <p>"There is a new beginning for the mothers and the fathers that have come to Australia but most of all there is a new land of peace for our children. Peace is what we would ask for our children and for their worst things that can happen from war".</p>
<p>Singletown has a long history of caring for refugees starting with refugees from the Kosovo war in 1999. We thought it would be good to hold a celebration here during National Refugee Week.</p>	





For The Year Ended 30 June 2005

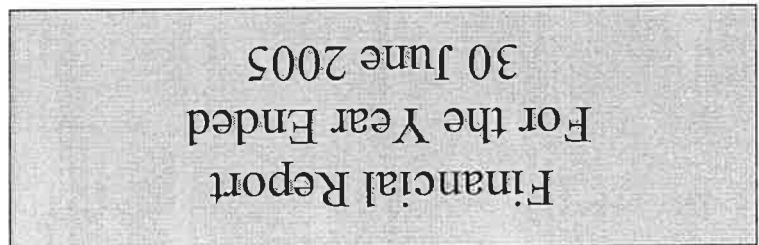
Financial Report

ABN 72 002 898 759

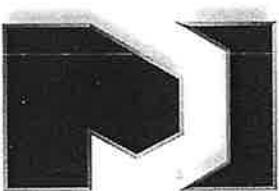
MIGRANT RESOURCE CENTRE OF
NEWCASTLE AND HUNTER REGION
LIMITED

Directors' Report	1 - 3
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Detailed Statement of Financial Performance	23 - 24

Contents



Cutcher & Neale
MIGRANT RESOURCE CENTRE OF
NEWCASTLE AND HUNTER REGION
LIMITED



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

Significant Changes in State of Affairs

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

Operating profit of \$35,219 compares with a profit of \$43,161 achieved in 2004.

Review of Operations

The net result of operations from ordinary activities for the year ended 30 June 2005 was a profit of \$35,219.

Operating Results

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

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

Principal Activities

1	Barbara Gaudry	Director	Newcastle Council Representative	DIMIA Consultant (appointed September 2004)	Deborah Carr	Director	DIMIA Consultant (resigned August 2004)	Tim Morgan	Director	Newcastle Community Representative	Co-opted Members	Director	Andrea Ruffo	Director	Italian Community Representative	Philip Ross	Director	Newcastle Police Citizens Youth Club (appointed April 2005)	(deceased November 2004)	Deborah Carr	Director	Dimia Consultant (resigned unless otherwise stated).
2	Zoran Vasiljevic	Director	Bosnian Community Representative	President of Polish Association February 2005)	Alma Kizewater	Director	Representing the Polish Community (Retired as President of the Institute of Chartered Accountants	Fiona Nicholais Zervas	Director	Tartar Community Representative	Sonia Young	Director	Philip Ross	Director	Newcastle Police Citizens Youth Club (appointed April 2005)	Paul Mother	Director	Gretek Community Representative	(deceased November 2004)	Alma Kizewater	Director	Dimia Consultant (resigned unless otherwise stated).
3	Tudy Mills Bvers	Director	Dutch Community Representative	President of Ukrainian Association	Ivan Klopicek	Director	President of Slovenian Association	William Samanowsky	Director	Ukrainian Community Representative	Zoran Vasiljevic	Director	Andrea Ruffo	Director	Italian Community Representative	Philip Ross	Director	Tartar Community Representative	(deceased November 2004)	Zoran Vasiljevic	Director	Dimia Consultant (resigned unless otherwise stated).
4	Henry Chan	Chairman	Member of Newcastle and Hunter Valley	Chinese Association/Financial Advisor	Henry Chan	Chairman	President of Polish Association February 2005)	Philip Ross	Director	Bosnian Community Representative	Sonia Young	Director	Andrea Ruffo	Director	Gretek Community Representative	Paul Mother	Director	Tartar Community Representative	(deceased November 2004)	Henry Chan	Chairman	Dimia Consultant (resigned unless otherwise stated).
5																						

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

Your Directors present their report on the Company for the financial year ended 30 June 2005.

DIRECTORS' REPORT

The Lead auditor's independence declaration for the year ended 30 June 2005 has been received and can be found on page 4 of the financial report.

Auditor's Independence Declaration

Henry Chan	12	No. Attended	No. Available
Trudy Mills Evers	12	10	12
William Samanowski	12	10	12
Ivan Klopacic	12	9	12
Alma Kizewater	12	9	12
Zoran Vallsjevic	12	8	12
Sarita Young	12	11	12
Fr Nicholas Zervas	12	10	12
Paul Mather (deceased November 2004)	3	3	12
Andrea Rufio	12	1	12
Barbara Gaudry	12	1	6
Philip Ross (appointed April 2005)	2	1	1
Tim Morgan (appointed September 2004)	8	0	0
Deborah Cart (resigned August 2004)	1	0	0

During the financial period, 12 meetings of Directors were held. Attendances were:

Meeting of Directors

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

Environmental Issues

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

Future Developments

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

After Balance Date Events

DIRECTORS' REPORT

Dated this 22nd day of Nov 2005

Director

Director

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

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

Directors' Emoluments

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

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

Indemnifying Officers or Auditor

DIRECTORS' REPORT

Page 3

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

I declare that to the best of my knowledge and belief, during the year ended 30 June 2005 there have been:

(i) No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and

(ii) no contravention of any applicable code of professional conduct in relation to the audit.

Dated this 2nd day of July 2005

[Signature]

M. J. O'Connor CA
CHARTERED ACCOUNTANTS
GUTHIER & NABLE
PARTNER

AUDITORS INDEPENDENCE DECLARATION

UNDER SECTION 307C OF THE CORPORATIONS ACT 2001

TO THE DIRECTORS OF

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

LIMITED

In conducting our audit, we followed applicable independent requirements of Australian professional ethical pronouncements and the Corporations Act 2001.

Independence

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

- (a) examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report; and
(b) assessing the reasonableness of significant accounting estimates made used and the reasonableness of significant accounting estimates made by the Directors.

We formed our audit opinion on the basis of these procedures, which included:

We performed procedures to assess whether in all material respects the financial report is presented fairly in accordance with the Corporations Act 2001, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, and of its performance as represented by the results of its operations and cash flows, a view which is consistent with our understanding of the company's financial position, and of its performance as represented by the results of its operations and cash flows.

We conducted an independent audit in order to express an opinion to the Members. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

Audit approach

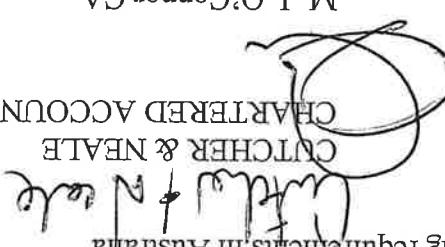
The Directors of the company are responsible for the preparation and true and fair presentation of the financial report in accordance with the Corporations Act 2001. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The financial report comprises the statement of financial position, statement of financial performance, statement of cashflows, accompanying notes to the financial statements, and the Directors' declaration for Migrant Resource Centre of Newcastle and Hunter Region Limited, for the year ended 30 June 2005.

Scope

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

- a. the Corporations Act 2001, including:
- i. giving a true and fair view of the company's financial position as at 30 June 2005 and of their performance for the year ended on that date; and
- ii. complying with Accounting Standards in Australia and the Corporations Regulations 2001;
- b. other mandatory financial reporting requirements in Australia

Dated this 13 day of May 2005

 M.J. O'Connor CA
 Partner
 CHARTERED ACCOUNTANTS
 CUTCHER & NEALE
 25 Bolton Street
 NEWCASTLE
 First Floor

In our opinion, except for the effects of the matter referred to above, the financial report of Migrant Resource Centre of Newcastle and Hunter region Limited is in accordance with:

Note 1. The financial effect for the year ended 30 June 2005 of the above departures is an undervalue of operating surplus of \$62,695 and an overstatement of the asset revaluation reserve of \$62,695.

The Company departs from Accounting Standards ASB 1021 for the reason raised in Note 1. The financial effect for the year ended 30 June 2005 of the above departures is an undervalue of operating surplus of \$62,695 and an overstatement of the asset revaluation reserve of \$62,695.

Qualified Audit Opinion

Qualification

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

Dated this 7th day of Oct 2005.

Director William Simonoway
William Simonoway

Director Phillip Ross
Phillip Ross

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

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

(b) give a true and fair view of the financial position as at 30 June 2005 and of the performance for the year ended on that date of the Company

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

1. the financial statements and notes, as set out on pages 8 to 21 are in accordance with the Corporations Act 2001:

The Directors of the Company declare that:

DIRECTORS' DECLARATION

Page 7

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

	Note	\$	\$	Total change in equity
2004	2005			
Revenues from ordinary activities	2	690,217	571,368	
Employee benefits expense		(259,732)	(228,149)	
Depreciation and amortisation expense	3	(15,369)	(21,155)	
Administrative expenses		(184,599)	(158,230)	
Other expenses from ordinary activities	3	(195,298)	(120,673)	
Profit/(loss) from ordinary activities		35,219	43,161	
Valuation adjustments recognised directly against equity	18	62,695	-	
Total change in equity		97,914	43,161	

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2005

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

The accompanying notes form part of these financial statements

	2005	2004	Note	\$	\$
CURRENT ASSETS					
Cash assets	5	377,020	355,200	7	6,809
Receivables	6	129,242	116,873	6	129,242
Plant & equipment	8	111,935	70,239	8	111,935
TOTAL CURRENT ASSETS		513,071	482,488		
NON CURRENT ASSETS					
TOTAL NON CURRENT ASSETS		111,935	70,239		
TOTAL ASSETS		625,006	552,727		
CURRENT LIABILITIES					
Payables	9	33,970	83,797	10	172,249
Provisions					
NON CURRENT LIABILITIES					
TOTAL CURRENT LIABILITIES		206,219	221,042		
PROVISIONS	10	11,256	22,068		
TOTAL NON CURRENT LIABILITIES		11,256	22,068		
TOTAL LIABILITIES		217,475	243,110		
NET ASSETS		407,531	309,617		
EQUITY					
Retained profits	11	344,836	285,617	18	62,695
Asset revaluation reserve					
TOTAL EQUITY		407,531	309,617		

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2005

Page 9

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

The accompanying notes form part of these financial statements

CASH FLOW FROM OPERATING ACTIVITIES		
	Note	\$
	2005	2004
Receipts from customers	619,749	549,080
Payments to creditors and employees	(549,439)	(501,601)
Interest received	13,425	9,878
Net cash provided by (used in) operating activities	83,735	57,357
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of plant & equipment	(70,551)	(25,387)
Proceeds from sale of plant & equipment	8,636	12,000
Net cash provided by (used in) investing activities	(61,915)	(13,387)
Net decrease in cash held	21,820	43,970
Cash at 1 July 2004	355,200	311,230
Cash at 30 June 2005	377,020	355,200

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

In accordance with funding requirements the assets of the Company are written off as acquired and then restated at written down value in the accounts of the Company at year end through the Asset Rehabilitation Reserve.

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

Depreciation

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

Plant and equipment are measured on the cost basis.

Plant and Equipment

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

(b) Plant & Equipment

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

(a) Income Tax

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

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

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

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

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

All revenue is stated net of the amount of goods and services tax (GST).

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

(e) Revenue

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

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

(d) Cash

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

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

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

(c) Employee Entitlements

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

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

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

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

(f) Grant Contribution

- Respite Care
- Central Coast Cald, Social Support Services Project
- Hunter Sudanese Support Project
- Families First Cald Worker
- Refugee Housing
- Community Aged Care Packages
- Immigrant Advice and Application Assistance CSS Project
- Sudanese and Other African Humanitarian Enthusiasts CSS Project
- Community Settlement Services Scheme New England
- Community Settlement Service Scheme II
- Community Settlement Service Scheme I
- Filipino Welfare Project
- Family Support
- Community Visitors Scheme

These activities are:

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

(g) Affiliated Grant Activities

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

(h) Administration Fees

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

(g) Comparative Figures

Revenues, expenses and assets are recognised net of the amount of GST, except where the circumstances the GST is recovered as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

(f) Goods and Services Tax (GST)

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

			Total Revenue
		559,368	
	681,581		
Other revenue			
Contribution from grants - motor vehicles	33,501		
Interest received - other persons	24,000		
Administrative fee received	13,425		
Grants funds	254,435		
Operating activities	291,378		
	289,175		
	319,277		
	\$ 2004	\$ 2005	

NOTE 2 REVENUE

The organisation currently determines the recoverable amount of an asset on the basis of undiscounted net cash flows that will be received from the assets use and subsequent disposal. Under ASAB 136: Impairment of Assets, the recoverable amount of an asset will be determined as the higher of the net disposal value and value in use. Value in use is determined by the present value of the future cash flows it is expected to generate. There have been no changes to the accounts for the year ending 30 June 2005.

Impairment of Assets

The directors are of the opinion that the key differences in the organisation's accounting policies which will arise from the adoption of IFRS are:

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

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

The assets of the Company are written off as acquired and then restated at written down value in the accounts of the Company at year end through the Asset Retirement Reserve. This treatment is contrary to Accounting Standard ASAB 1021:Depreciation. This results in profit being understated by \$62,695 and the Asset Retirement Reserve being overstated by \$62,695. (Cost \$70,551 less motion depreciation \$7,856).

(l) Change to Accounting Policy

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

(k) Unexpended Grant Monies

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

			Net (profit)/loss on disposal of plant and equipment
		(2,781)	302
			(a) Revenue and Net Gains
		195,298	120,673
		13,196	12,302
		30,060	30,177
		70,551	-
	1 (i)		
		76,132	72,428
		5,359	5,766
		1,590	2,668
		13,779	18,487
			(a) Expenses
			Degreciation of non current assets
			- plant and equipment
			Amortisation of non current assets
			- leasehold improvements
			Remuneration of auditor
			- audit
			Rental expense on operating lease
			- minimum lease payments
			Bad and doubtful debts
			- grant debtors
			Administration costs
			Motor vehicle purchases
			Bad and doubtful debts
			(a) Revenue and Net Gains

NOTE 3 PROFIT FROM ORDINARY ACTIVITIES

			Profit from ordinary activities has been determined after:
			Degrciation of non current assets
			- plant and equipment
			Amortisation of non current assets
			- leasehold improvements
			Remuneration of auditor
			- audit
			Rental expense on operating lease
			- minimum lease payments
			Bad and doubtful debts
			- grant debtors
			Administration costs
			Motor vehicle purchases
			Bad and doubtful debts
			(a) Revenue and Net Gains

NOTE 2 REVENUE (cont'd)

\$	\$	
2004	2005	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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

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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Trade debtors	73,409	(29,192)	88,869	Provision for loss on administration fees
Other debtors	54,700	59,673	62,173	69,565
	116,873	129,242	129,242	

NOTE 6 RECEIVABLES

Cash at bank	189,825	222,644	377,020	355,200
Deposits at call	165,375	154,376		

NOTE 5 CASH

Henry Chan Trudy Mills Evers
 William Samanowski Ivan Klopice
 Alina Kizewater Zoran Vahsjevic
 Sania Young Barbara Gaudry
 Ft Nicholas Zervas Andres Rulfo
 Paul Mather Philip Ross
 Tim Morgan

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

\$0 - \$9,999

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

Income paid or payable to all Directors of the Company

(a) Directors Remuneration

NOTE 4 DIRECTORS' REMUNERATION

2005	\$
2004	\$

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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

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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

	MOVEMENTS IN CARRYING AMOUNTS			MOVEMENTS IN THE CARRYING AMOUNT FOR EACH CLASS OF PLANT AND EQUIPMENT BETWEEN THE BEGINNING AND THE END OF THE CURRENT FINANCIAL YEAR.		
	Leasehold Equipment	Motor Vehicles	Total	Leasehold Improvements	Motor Vehicles	Total
Balance at the beginning of the year	3,394	18,091	48,754	70,239		
Additions	-	-	70,551			
Disposals	-	(411)	(5,219)			
Depreciation and amortisation expense	(1,590)	(4,717)	(9,062)	(15,369)		
Movements to Asset Rehabilitation Reserve	-	(7,856)	(7,856)			
Carrying amount at the end of the year	1,804	12,963	97,168	111,935		

NOTE 8 PLANT & EQUIPMENT

2004	\$	2005	\$
Prepayments	10,415	6,809	
Leasehold improvements - at cost	36,532	(36,532)	(33,138)
Equipment - at cost	109,580	122,219	(96,617)
Less: accumulated depreciation			(104,128)
Leasehold equipment - at cost	116,802	65,663	(19,634)
Less: accumulated depreciation			(16,909)
Total Plant & Equipment	111,935	70,239	

NOTE 7 OTHER ASSETS

A Company Limited by Guarantee and having no Share Capital
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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2005

NOTE 9 PAYABLES

2004	\$
2005	\$

NOTE 10 PROVISIONS

Trade creditors	44,888	Grant Funds Carried Forward
25,125	38,909	33,970
		83,797

NON CURRENT

Employee entitlements	22,068	(a) Aggregate employee entitlement liability
	11,256	183,505
		159,313
		(b) Number of employees at year end
	20	29

NOTE 11 RETAINED PROFITS

Retained profits at the beginning of the financial year	266,456	Net profit/(loss) attributable to members of the Company
	309,617	35,219
		43,161

The Company operates in the services industry wholly within Australia.

NOTE 15 SEGMENT REPORTING

- 69)

The Company is limited by guarantee. If the Company is wound up, the articles of the Company state that each Member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company. At 30 June 2005 the number of Members was 55 (2004

NOTE 14 MEMBERS' GUARANTEE

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

Payable	- longer than 1 year but not longer than 5 years
78,500	63,097
137,375	- not longer than 1 year
215,875	63,097

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

(a) Operating Lease Commitments

NOTE 13 CAPITAL & LEASING COMMITMENTS

8 Chaucer Street
HAMMILLON NSW 2303

The registered office and principal place of business is:

NOTE 12 COMPANY DETAILS

2005	\$
2004	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Cash at bank	189,825	222,644	154,376	165,375	Cash on deposit
			377,020	355,200	

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

(a) Reconciliation of Cash

NOTE 17 STATEMENT OF CASH FLOWS

\$	\$
2005	2004

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

(c) Net Fair Value of Financial Assets and Liabilities

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

(b) Credit Risk

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

The Company's term deposit terms interest at a rate of 5.75%.

Short Term Deposits

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

Bank Accounts

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

(a) Interest Rate Risk

NOTE 16 FINANCIAL INSTRUMENTS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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

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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

NOTE 17 STATEMENT OF CASH FLOWS (cont'd)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2005**

(A Company Limited by Guarantee no Share Capital)

ABN 72 002 898 759

LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

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2004 \$ 2005 \$

Profit/(loss) from ordinary activities

35,219 43,161

(b) Recognition of cash flow from operations with profit from ordinary activities

NOTE 17 STATEMENT OF CASH FLOWS (CONT)

\$ 2005 \$ 2004

(b) Recognition of cash flow from operations with profit from ordinary activities

28 September 2005

Partner

M.J. O'Connor

SHARTEED ACCOUNTANTS
GUTHIER & NEALE

Guthier + Neale

NEWCASTLE
25 Bolton Street
1st Floor

The above detailed financial reports were prepared for the benefit of the Directors and Members of Migrant Resource Centre of Newcastle and Hunter Region Limited and the contents of the special purpose financial report.

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

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Directors have provided into the detailed financial reports. Our statutory audit procedures do not include verification or validation procedures over allocations within the above detailed financial reports and accordingly no assurance or opinion is expressed as to their accuracy.

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

Consequently views have been adopted in the preparation of the above detailed financial reports. The specific purpose for which the above detailed financial reports have been prepared is to provide private information to the Directors and Members. Accounting Standards and UIC reports and have determined that the accounting policies used are consistent with the financial reports and have determined that the accounting policies used are consistent with the financial

of Migrant Resource Centre of Newcastle and Hunter Region Limited for the period ended 30 June 2005.

1) Detailed Statement of Financial Performance

Compilation of Financial Reports' the following:

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

Scope

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

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

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LIMITED

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Income	Expenditures
254,435	Admistration Fees
127	Grants received
17,046	Transfers from unexpended funds
(44,888)	Less transfers carried forward to next year
9,878	Interest received
136	Membership fees
76	MS direct migration
202	Skilmax program
635	Comtribution to expenses
2,935	Sundry
1,769	Total Income
559,368	
	Depreciation and amortisation
	Computer expenses
	Charter week expenses
	Catering, function
	Cleaning
	Donations
	Electricity
	Fringe benefits tax
	Grant contribution
	Insurance
	Interpreting fees
	Library
	Licence fees
	Loss on sale
	Motor Vehicle
	Photocopying fees
	Program Costs
	Programme fees
	Rent
	Salaries
	Stationery
	Travel
	Utilities
	Vacation pay
	Wages

2005 2004

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2005

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

	2005	2004	Operating profit/(loss)
Office furniture	8,850	3,816	43,161
Office supplies	5,639	1,229	35,219
Postage	8,722	8,576	516,207
Printing and Stationery	6,712	8,481	646,362
Provision for loss on administration fees	17,956	(9,629)	25,996
Rent	1,049	-	259,732
Rent outgoings	20,336	16,308	228,149
Repairs and Maintenance	2,409	1,322	1,748
Security	919	835	33,074
Seminars and training	164	2,878	530
Staff amenities	6,744	4,862	315
Subscriptions and membership	164	2,033	35,892
Telephone	2,878	2,033	1,748
Travel	164	2,033	259,732
Wages	2,878	2,033	228,149
Workers Compensation	17,992	17,092	25,996
Total Expenses	646,362	516,207	17,092
Operating profit/(loss)	43,161	35,219	43,161

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2005

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MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED (A COMPANY LIMITED BY GUARANTEE)
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