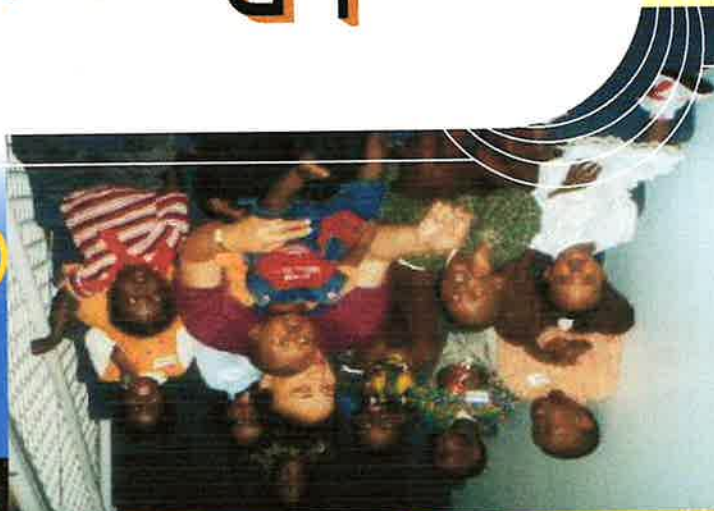


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Migrant Resource Centre
of Newcastle & Hunter Region Ltd

Annual Report 2002

Refugee Week
Celebrations 2002



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MRC MANAGEMENT COMMITTEE MEMBERS 2001-2002

1. Chairperson	-	Henry H Chan
2. Vice Chairperson	-	William Simanowsky
3. Secretary	-	Alina Kizeweter
4. Treasurer	-	Trudy Mills-Evers
5. Asst Secretary	-	Melanie Larsen
6. Asst Treasurer	-	Traye Trajanovski
7. Member	-	Paul Mather
8. Member	-	Zoran Vasiljevic
9. Member	-	Ivan Klopovic
10. Member	-	Sanja Young
11. Member	-	Father N Zervas

COOPTED MEMBERS

1. Department of Immigration	-	Ms Zaga Nagy
2. Newcastle City Council	-	Cr Hans Tol
3. Lake Macquarie City Council	-	Cr Chris Foteff

STAFF

1. Director	-	Violetta Walsh
2. Deputy Director	-	Lulu Tantos
3. Office Manager	-	Tima 'Oto
4. Administrative Officer	-	Carla Silva
5. Bookkeeper	-	Jenny Macbeth
6. Community Project Officer	-	Arlene Richards
7. Community Development Worker- CSSS I	-	Irena Lupish
8. Community Welfare Worker - CSSS II	-	Alex Burns
9. Families First (Access & Equity	-	Miza Torlakovic
10. Program Coordinator – Productive Diversity in the Workplace	-	Pat Dring
11. Filipino Welfare Worker	-	Cathy Johnson
12. Special Migrant Placement Officer	-	Petrona Kelly
13. Family Support Worker	-	Christine Follett
14. Multicultural Family Worker	-	Marcela Sutcliffe
15. Community Visitors' Program	-	Devika Wijewardene
16. Admin Assistant –PDW & SMPP	-	Ann Dupree
17. Youth Worker	-	Antoniette Gawn
18. Community Aged Package Coordinators	-	Rhyall Gordon
	-	Sue Hristov
	-	Teleisia Loloha

SESSIONAL STAFF:

1. Pacific Islander Welfare Worker (Samoan)	-	Juanita Loli
2. Pacific Islander Welfare Worker (Tongan)	-	Teleisia Loloha
3. Hunter Ethnic Parents Teachers Association of Community Language Schools - (Project Officer)	-	Michael O'Sullivan
4. Welfare Assistant (Resigned 11/10/02)	-	Dubravka Vasiljevic
5. Skillmax Coordinator	-	Flora Menezes

MIGRANT RESOURCE CENTRE

of Newcastle and the Hunter Region Limited

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

8 Chaucer Street,
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AGENDA OF THE 17TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE CENTRE TO BE HELD ON WEDNESDAY 20TH NOVEMBER 2002 AT 8 CHAUCER STREET, HAMILTON AT 11.AM.

1. OPENING AND WELCOME BY CHAIRMAN,
MR HENRY CHAN
2. APOLOGIES
3. MINUTES OF 2001 AGM
4. BUSINESS ARISING
5. PRESENTATION OF REPORTS
6. CONFIRMATION OF AUDITORS
7. ELECTION OF MRC MANAGEMENT
COMMITTEE
8. GENERAL BUSINESS
9. CLOSE

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

PRESENT: As per list attached

1. H Chan welcomed everyone present on behalf of the MRC management committee.
2. **APOLOGIES:** Councillor Tol, Zaga Nagy (DIMIA), Peter Logan (DIMIA), Teleisia Loloha

3. **MINUTES OF THE 2000 AGM.**
 Proposer: Zoran Vasiljevic
 Seconder: Fr N Zervas

5. **BUSINESS ARISING:**

- i. Violetta stated that HEW project is extended until 31/3/02. The project was rolled on until August 2001 – Pat Dring's services have been maintained on a monthly basis.
- ii. The last management committee were given authority to appoint new Auditors.
- iii. After farewelling Mary Bramble we welcome Christine Follett as our SMPO worker.

6. **PRESENTATION OF REPORTS**

- (i) **Chairperson's Report** – Report tabled and accepted as read. Thanks staff who were involved in putting together the annual reports. He thanked Violetta and staff for their hard work and also the committee members for their dedication and time. Congratulated Irena Lupish for her efforts and hard work as Chairperson of Refugee Committee.

- (ii) **V Walsh –Coordinator:** Report tabled and accepted as read: A joint community relations exercise with the Lord Mayor of Newcastle and Muslim Community was very successful.

- (iii) **I Lupish – CPO:** Report tabled and accepted as read. Secured a further 12 months of funding with the IAAS to assist clients with migration needs. Violetta added that Irena has been working extra hard with organisations of events related to the Centre's activities.

- (iii) **A Burns: Community Settlement Services I:** Report tabled and accepted as read.

- (iv) **Miza Torlakovic – Community Settlement Services II:** Report tabled and accepted as read

- (v) **P Dring – Humanitarian Entrant Worker – Welfare:** Report tabled and accepted as read. Roof leaks at the Refugee Houses have stopped after 3 days of continuous rain. Still keeping fingers crossed.

- (vi) **Christine Follett – SMPO :** Report tabled and accepted as read. SMPO Package for funding has not been released. Some changes are to occur with this program.

- (vii) **M Sutcliffe – Family Welfare Support Worker -** Report tabled and accepted as read. Added that service delivery has increased by 4%.

(viii) **P Kelly – Filipino Welfare Support Worker** - Report tabled and accepted as read

(ix) **C Johnston – Rural Information Officer** - Report tabled and accepted as read.
She has enjoyed the challenge of the last 12 months and thanked everyone for the support.

(xi) **A Dupree – Community Volunteer Scheme** - Report tabled and accepted as read.
Very grateful to Alex Burns for his support. The Department's offer of growth funds for more visitors welcomed. Alina Kizeweter has been visiting 2 clients at Maximillian Kolbe.

(xii) **Community Aged Care Package – Sue Hristov** - Report tabled and accepted as read.
Thanked Violetta and Alex for applying for this funding – very busy with clients since its start.

Reports accepted.

Proposer: Ivan Klopotic
Seconders: Lani Larsen

7. **FINANCIAL REPORTS:** Arlene Richards (Centre's Bookkeeper) presented reports and commented that the Centre is the best place of employment..

Trudy Mills-Evers complimented management of MRC and Violetta for employing Arlene – great asset to have in the Centre. MRC is very healthy financially. We are still required to have KPMG undertake this year's annual reporting until the handover to the new Auditors.

Proposer: Zoran Vasiljevic
Seconders: Samia Young

8. **APPOINTMENT OF COMPANY AUDITORS:**

(xi) Proposed by the outgoing committee that a local firm Cutcher & Neal be appointed as the Centre's new Auditor for the coming year.

(xii) Cutcher and Neal duly appointed.

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

1. B Simanowsky
2. Sania Young
3. Ivan Klopotic
4. Alina Kizeweter
5. Trudy Mills-Evers
6. Zoran Vasiljevic
7. Father Nicholas Zervas
8. Mrs Melanie Larsen
9. Traje Trajanovski
10. H Chan
11. Paul Mather

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

10. GENERAL BUSINESS:

- (i) B Simanowsky extended congratulations to hard working staff of the Centre..
- (ii) Trudy Mills-Evers complimented staff of MRC for their professionalism.
- (iii) V Walsh outlined proposals from DIMIA to improve client access to immigration services by directly linking a customer hotline to DIMIA Parramatta, and offering internet access for clients to download forms.

11. **GUEST SPEAKER** – Mr Allan Morris – Retiring Federal Member for Newcastle spoke. Miss Leata Lohi (SPICE) then entertained the members and farewelled Mr Morris at 6.25pm. Supper followed.

12. **MEETING ENDED AT 6.25PM. NEXT ANNUAL GENERAL MEETING TO BE HELD ON WEDNESDAY 20TH NOVEMBER 2002 AT 11.00AM.**

MEMBERS IN ATTENDANCE OF THE MRC ANNUAL GENERAL MEETING HELD

ON 21/11/01

1.	H Chan	Chinese Community	2.	B Simanowsky	Ukrainian Community
3.	A Kizeweter	Polish Community	4.	M Sutcliffe	MRC
5.	Z Vasiljevic	Bosnian Community	6.	L Larsen	Filipino Community
7.	S Young	Russian Community	8.	Fr N Zervas	Greek Community
9.	Paul Mather	MRC	10.	Michael O' Sullivan	MRC/HEPTACLS
11.	A Gawn	MRC	12.	Sue Hristov	MRC
13.	L Tantos	MRC	14.	June Zhang	Chinese Community
15.	V Walsh	MRC	16.	T Oto	MRC/Tongan
17.	A Burns	MRC	18.	P Dring	MRC
19.	Cathy Johnston	MRC	20.	P Kelly	MRC/Filipino
21.	Christine Follett	MRC	22.	V Lupish	Russian Community
23.	I Lupish	MRC/Russian	24.	A Dupree	Dutch Community
25.	A Dimovski	Macedonian	26.	Dubravka Vasiljevic	Bosnian
27.	T Mills-Evers	Migrant Health Unit	28.	M Todd	Macedonian
29.	Lorraine Norton	Migrant Health Unit	30.	Arlene Richards	MRC
31.	Mary Griffin	Samoa Community	32.	Juanita Loli	Samoa Community
33.	Ilia Myszczyzn	Russian Community	34.	Kay Talty	Newcastle City Council
35.	Gak Soo Lee	Korean Community	36.	Siriporn Dwyer	Thai Community
37.	Traje Trajanovski	Macedonian Com	38.	Mr Alan Morris	Federal Member for Newcastle - Retiring
39.	Chris Papadopoulos	Greek/Macedonian	40.	Irina Ramhsmen	Russian Community

MIGRANT RESOURCE CENTRE

PURPOSES

- 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.
- The MRC's mission is to strive for the successful integration of migrants in the Hunter and outreach locations identified by the Rural Strategy of the Department of Immigration and Multicultural Affairs', being the North, North West, and Central West of NSW.

MRC OBJECTIVES

- 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.

Service Principles

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.

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:

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

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;

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

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

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

Gary Hardgrave
 Gary Hardgrave
 Minister for Citizenship and
 Multicultural Affairs

Date: 6/6/2002

[Signature]
 Chairperson of
 Newcastle and Hunter Region Migrant
 Resource Centre

Date: 6/6/2002

OVERVIEW OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

Funded Partnerships throughout 2002

Department of Immigration Multicultural and Indigenous Affairs
 NSW Department of Community Services
 NSW Department of Education and Training
 Department of Health and Ageing
 Casino Benefit Fund, NSW Dept of Gaming and Racing

Community Relations Commission for a Multicultural NSW (till May 2002)

Hunter Area Assistance Scheme (till June 2002)

Clients by Ethnic Background;

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

Client Statistics by program area

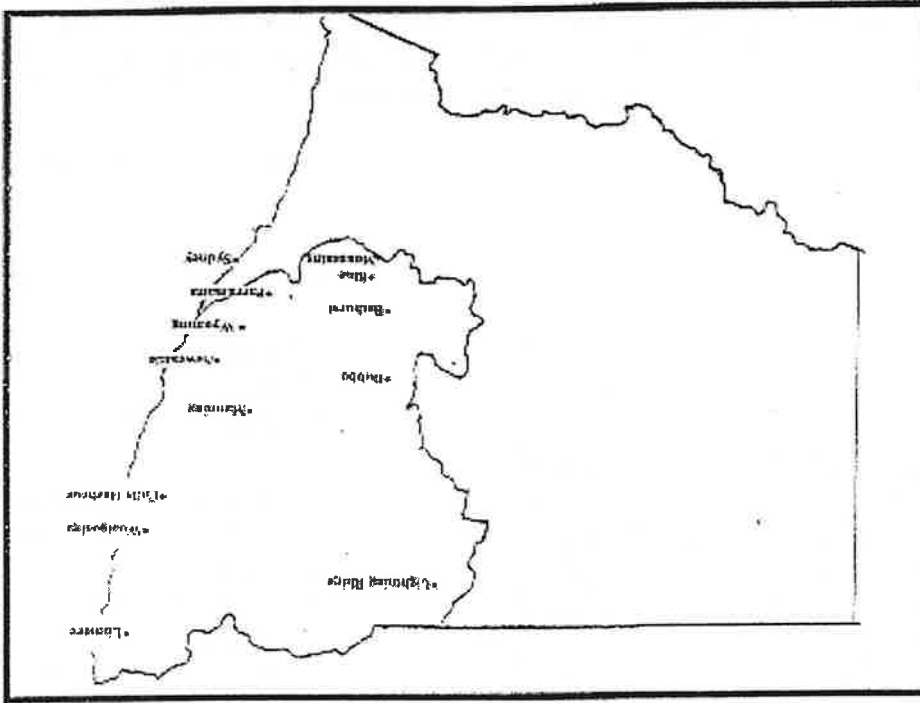
Tax Help 215
 EAPA 1250
 DIMIA PILOT Program 260

Total Centre output for 2002

Please see individual reports for more detail.

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

HUNTER AREA





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

And perhaps there is no better time for the Minister's visit than now, during this period of review of settlement services for migrants and Humanitarian Program Entrants.

Now the very notion of a service review is apt to bring paranoias to the surface and sometimes with very good reason! We are all too familiar with the scenario of the decision making first, and the review as the post script..

But in this Review, I have every confidence that we have little to fear.

It is useful and necessary for us to evaluate what we do and how well we are doing it, and how we can do it better: who we assist and why: who is missing out, and what is missing.

Our migrant population is not static. It may be small in contrast with the metropolitan areas, but it presents a kaleidoscope of ethnicity and an ever changing, always challenging profile of settlement issues. Alongside the pressing settlement needs of our most recent refugee arrivals, the young families from Sudan, we have the equally urgent requirements of the trail aged of our more, established communities.

We see the hope and expectation of our new skilled newcomers as well as the silent grief of those older migrants who are the casualties of economic downturn. We see the disintegration of long established community structures because of the demise of leaders, but we also see the fragility of the young of those communities, who are, as the saying goes, trapped between two worlds, and question their belonging to either.

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

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

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

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

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

There are service delivery models here, innovative and responsive practices that ought to be shared, like our Refugee Houses, like our Productive Diversity Program, like the Rural Strategy itself, which has allowed us to outreach to nearly ¾ of the state of NSW, to centres as far north as Tweed Heads, and as far west as Orange and as truly isolated as Lightning Ridge.

My Committee and I are proud to be part of this amazing service and proud of the teamwork and cooperation for which the Centre is renowned.

Our thanks go to the continuing support of our clients, colleagues and of course our funding bodies.

Henry Chan

And we have, and will.

It is difficult to cover in two short pages, the immense output from this “engine room” in the course of the last year, and so we have provided the snapshot preceding this report to give which will give an overview of our collective achievements and activities. Each project report of course will give a more detailed account of the individual efforts of staff to make a difference in the settlement process for our clients. I believe it is also very important to place on record the great commitment that the Centre has demonstrated in its tireless participation in a range of local and state bodies and committees focused on every settlement area and every interest group. These include:

- | | | | |
|---|--|---|--|
| • | Hunter Area Health Board | • | Rural Issues Working Group (NICOMS) |
| • | Hunter Community Council | • | Department of Community Services |
| • | Hunter Area Assistance Regional Advisory Committee | • | CALD Advisory Committee |
| • | Community Relations | • | Centrelink Multicultural Forum |
| • | Commission Hunter Advisory Committee | • | AMEP Consultative Committee |
| • | Multicultural Health Advisory Committee | • | Department of School Education |
| • | Migration Institute of Australia | • | Multicultural Forum |
| • | Hunter Violence against Women Reference Group | • | Partnership Network of Department of Fair Trading |
| • | Lake Macquarie Interagency Hunter Disaster Welfare | • | Newcastle Community Drug Action Team |
| • | | • | Hunter Parents and Teachers Association of Community Languages |

Violetta Walsh

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

As in every year there have been staff movements; due to other opportunities arising or to project completion. Dubravka Vasiljevic our valuable long time welfare assistant has moved to work in the multicultural health and disability area, (Congratulations!), we lose our wonderful Rhyall, who has been such an effective advocate for ethnic youth, and we have finally and most reluctantly farewellled Pat Dring who excelled in everything she ever did in this Centre, from employment assistance, to humanitarian entrant work to the development of wonderful resources for this Centre and all human services in our area.

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

All these involvements afford an excellent opportunity for us to promote the needs of our regional and rural clients, both in our own territory and at metropolitan level, identify service gaps, and most critically, build formal and informal partnerships with mainstream providers to ensure that access and equity remains a top priority in their service delivery. They also provide us with local insight that is so important to the National Integrated Settlement Strategy, all the more important since it brings that strategic regional and rural perspective, which these days has acquired importance and sensitivity for decision makers. It has been useful for us to stock take this side of our work in the context of the Review of Settlement Services that we have had to respond to in the last few weeks and its range and scope has even surprised us. We hope it will be taken on board by those who are assessing our effectiveness as a partner in the Government's aims to facilitate migrant settlement in regional and rural areas. Of course the Review came something as an unexpected surprise in the last few months of the year, and caused a degree of anxiety, but in truth I am philosophical about such things, having survived 50 or 6 in the last 2 decades.

- Committee
- Newcastle Disaster Fund
- Youth Interagency of Newcastle
- and Hunter Region
- Northern Command Police
- Executive Consultative
- Committee
- State Reference Group for Dept of
- Ageing, Disability and Home
- Central Coast Network
- Hunter NESB Disability Network
- Numerous Local Government
- social planning Committees
- Schools
- Hunter Water
- NSW Community Languages Board
- Hunter Ethnic Aged Services Network
- NSW Transcultural Aged Care Service
- Reference Group.
- FONGA
- North Coast Network

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



SERVICE DELIVERY

Immigration Information and Advice Service
A total of 606 face to face consultations have been conducted by Lulu Tantos and myself during the year. Our records show 1484 telephone consultations made and 59 e-mail enquiries answered. Please refer to Fig. 1 and Fig. 2 for details. Many of our cases are very complex and cover 30 different types of visas – with Spouse, Skilled Independent and Business being 40% of our case work. We also advocate on behalf of our client before the Tribunals and the Minister of Immigration.
Immigration policies and related issues are always popular topics during the cross – cultural training, it is not surprising, since immigration trends affect not only individuals but also service providers.

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

Agent	Face to Face consultations	Phone Consultations
L. Tantos	239	593
I. Lupish	367	891
Total	606	1484

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

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

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

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

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

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

SERVICE AND COMMUNITY DEVELOPMENT

Support of Government & non-Government Agencies

This project supported the following:

Department of Education and Training
Centrelink

Family First Project

Violence Against Women project

Department of Housing

Department of Community Services

Austcare Refugee State Committee

Kolbe House Advisory group

Disaster Welfare committee

Other Involvements during 2002

Facilitated Hunter Refugee Network

Facilitated Migrant Interagency meetings

Regularly attended Lake Macquarie Interagency

Provided Clerical support to this project.

Attended staff and management committee meetings.

Personal Achievements during 2002

Successfully completed International Computer Drivers Licence

Successfully completed Continued Professional Development for re-registration as Migration Agent.

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

Irina Lupish - Community Project Officer.

2002 has been a very busy year with a great number of outcomes for this project. The main focus of this project has been to support the NSW office of the department of Immigration and Multicultural and Indigenous Affairs' (DIMIA's) rural strategy. This strategy has required that this project provides direct support to the nine other DIMIA funded CSSS projects in northern and western NSW, be involved in policy and planning which impacts on the provision of services to migrants and humanitarian entrants in regional and rural NSW. A brief summary of the project is covered in Table 1 on general services. Many of the group work sessions involved training on cultural skills in working with people, management skills, etc. Client work involved many diverse background people from countries like the Philippines, Sweden, Bosnia, Switzerland, Lithuania, Egypt, Kazakhstan, Kuwait, China, The Netherlands, Italy, Serbia, Croatia, Papua, Macedonia, Greece, India, South Africa and so on with general settlement issues being of most concern followed by aged issues and employment.



Table 1 Services Provided

Face to Face Services with Clients	Telephone Services	Group Work
144	831	114 group sessions-number of group participants 1746

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

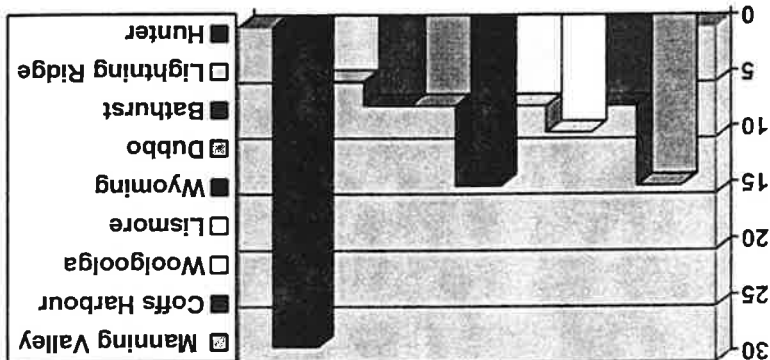


Figure 1: Level of Support to the Rural Based CSSS projects

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

Planning and Policy Development

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

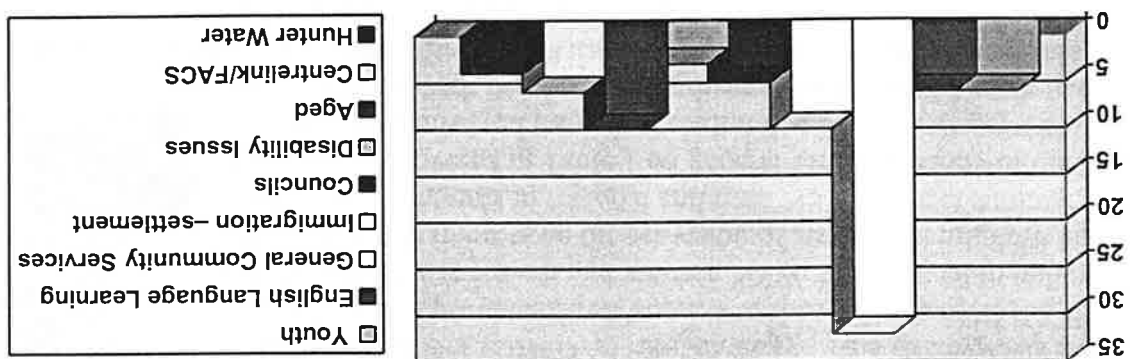


Figure 2: Policy and Planning for migrant services

undertaken to identify and address service issues through policy and planning in partnership with different agencies. Some of those agencies involved were DIMIA, DOCS, Centrelink, FACS, the AMES AMEP consortium, DADHC, CRC, the Alzheimer's Association of NSW, Hunter Migrant Health Service, Coalition of Settlement Services of NSW, and Walgett, Lismore, Cessnock, Singleton and Merrima Councils. The issues addressed included: Issues affecting Rural Migrant Youth; delivery of AMEP in rural areas; School support services; Council Social Plans; Expos on migrant services; CRC green paper; DIMIA Review of Settlement Services; Migrants in rural and Regional Areas with Alzheimer's Disease; Regional Interpreting services; and Regional supplements to On arrival information.

Facilitating and Promoting Training

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

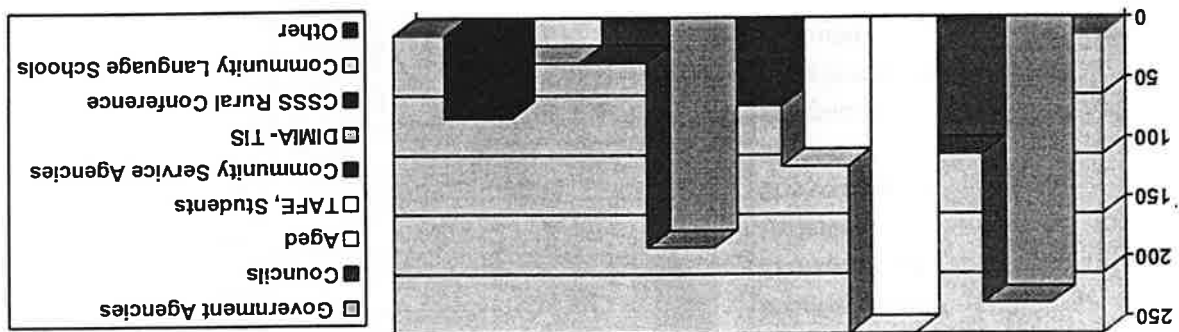


Figure 3: Training Support for Services on working with migrants

Alex Burns

COMMUNITY SETTLEMENT SERVICES WORKER (CSSS LEVEL 2) -

ANNUAL REPORT 2002

(Funded by Department of Immigration and Multicultural Affairs)



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

Table1 shows that I have provided Face to face services to 371 clients from 29 different backgrounds, These services are provided both from the MRC Newcastle and the three outreach locations.

Table1:Client Services

Client Characteristics									
Country of Birth/ Ethnic Group	Sex		Years in Australia			Age			
	Female	Male	under 2 yrs	2-5 yrs	5+ yrs	0<16 years	16<25	25<55	55+ years
	234	137	76	119	176	17	81	199	74
	187	83	371						
	First-time Client	Humanitarian Entrant	Total Number of Clients						
	83	187	371						

63% out of total client group were women. The greatest number of clients were those aged between 25<35. They comprised 52% of the total. Other significant group were Humanitarian entrants 49%. Centre-based telephone consultation reached 897 occasions of services, with 212 phone consultation were provided as an outreach service. This is shown below in Figure 1.

Figure 1.

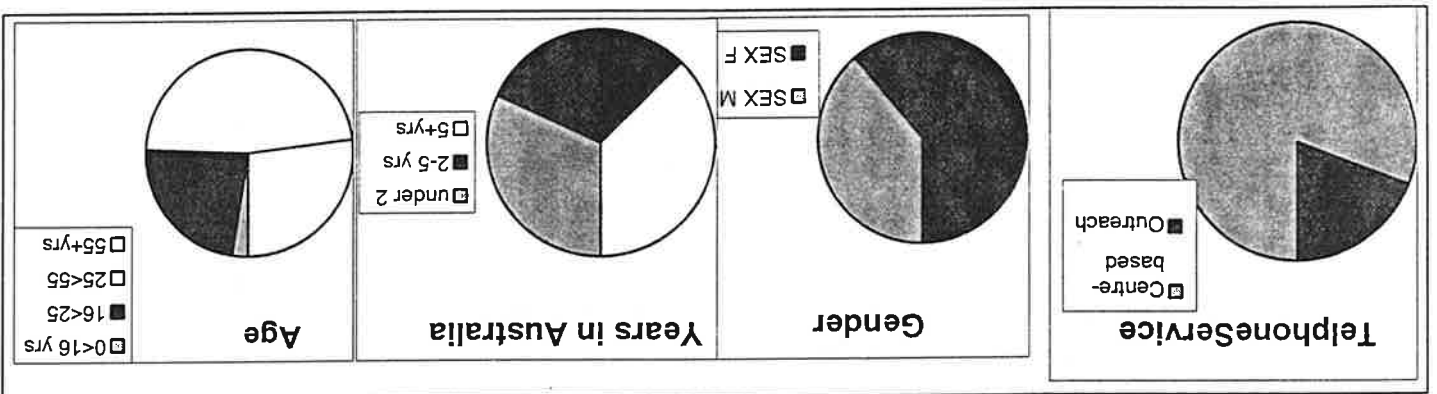


Figure 2.

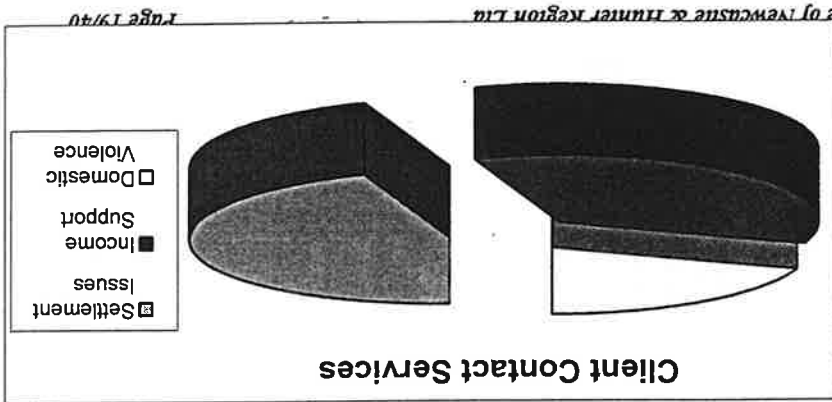


Figure 2 shows the breakdown of the three major concerns. 25% Settlement Services, then "Income support" 20% followed by "Domestic Violence" 11%. Other issues that CSS services addressed are: material assistance, learning English, youth

issues, immigration and citizenship, etc.

Group Work

Throughout this period I have maintained contacts with existing groups in the target areas making sure to encourage their independence. However, all the groups have a great information needs. They require continual updates of information on service providers particularly where are the changes in Government legislation. Since last year more than 200 clients attended 14 Information sessions organized for the specific support groups and these include: Health, Youth issues, Settlement information, DOH, Mental Health, and other.

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

The Bosnian group is now operating independently and support was provided by facilitating two Health Information Sessions organised in partnership with Migrant Health and Cancer Council. The Japanese group is also operating independently and meeting every month at MRC. It has a group leader and is self-managing. Support is provided as required.

Outreach

Direct services to clients are currently provided regularly from 3 different venues around Hunter: at Raymond Terrace Neighbourhood Centre every Thursday and every alternate Friday at Singleton and Cessnock. Although the outreach casework is still developing especially in Cessnock the new group has been established and now meet in Cessnock Samaritans Neighbourhood Centre on a monthly basis.

TIS interpreter has been used in 12 occasions for Vietnamese, Cantonese, Russian, Arabic and Urdu language.

Other work

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

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

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

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

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

Miza Torlakovic

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



Key initiatives:

- ⊕ Collection of rural and regional "Good News" stories from the four Productive Diversity Network areas. Some stories have been promoted in the newsletter; others have been added to the PDWP webpage.
 - ⊕ The Community Relations Commission continues to supply 4 free tickets to its Gala Awards night in November. These are distributed to people involved with migrant employment and business – 4 guests went from the Central Coast in 2001.
 - ⊕ Sydney Productive Diversity Network – a meeting was held in February, with copies of the "Diversity Works" newsletter distributed to all attendees. The AMES video on the use of productive diversity skills is to be released in November 2002. The Premier's Department has withdrawn from this program as it is no longer part of their core business.
 - ⊕ PDWP Website listed under major search engines – Google and Yahoo.
 - ⊕ Newsletter registered with the National Library of Australia and the State Library of NSW.
 - ⊕ Advertisement for "WorkCover" positions channelled through this Centre/SMPPO clients.
 - ⊕ Lake Macquarie Small Business Centre interested in a partnership with MRC to promote their services to migrant business owners in Lake Macquarie region.
 - ⊕ Diversity Management survey distributed to 60 businesses in each of the following areas; Newcastle, Lake Macquarie, Coffs Harbour and Bathurst. The Central Coast will be completed by end 2002 and the results will be processed in 2003.
 - ⊕ MRC and this program listed as resources on 2 reference guides to business in the Hunter.
 - ⊕ Attended regional Diversity Works conference in Albury with key note speakers on successful diversity management practices from Uncle Ben's Australia and BTR Automotive.
- From October 2002, the program has been very capably managed by Lulu Tantos, Deputy Director/Migration Agent with the Migrant Resource Centre. Many thanks to her for the smooth transition and excellent maintenance on the program, and many thanks to all the staff who create such a wonderful working environment.

Cathy Johnston, Program Coordinator.

MONTH	TOPIC	TARGET AUDIENCE	NOS.	LOCATION
December	Productive Diversity	Employers	24	Newcastle
February	Diversity @ Work	Business and Professional women	35	Coffs Harbour
March	Diverse job seekers	Job Network Members	25	Central Coast
March	Diverse job seekers	Childcare workers	8	Newcastle
April	"My Business is Your Business"	Hunter Chamber Members	60	Newcastle
April	"Diversity @ Work"	Central Coast Chamber of Commerce	10	Gosford
April	Networking/manage ment for Case Managers	WUE Regional Managers	10	Newcastle
May	Training for diversity	Mature Workers Program Officers	12	MRC
May	Network meeting Diversity: Skills Training and Employment	Overseas qualified professionals	30	Newcastle
May	Productive Diversity	Small Business Action Group	8	Pokolbin
June	Skills and qualification of migrants	Employment Officers	35	Gosford
June	Network meeting	Overseas qualified professionals	6	Gosford
June	Productive Diversity	Small Business Action Group	10	Scone
June	PDN Meeting	Overseas qualified professionals	26	Coffs Harbour
July	PDN meeting	Overseas qualified professionals	12	Orange
July	Productive Diversity	Mature Workers officers	15	MRC
August	Productive Diversity	Mid North Coast Workers	10	Forster
August	Productive Diversity	Newcastle Club Members Business Chamber	45	Newcastle
August	Overseas qualifications	Migrant jobseekers	5	Central Coast
September	Skills: PD, training and employment	Migrant jobseekers	12	Woolgoolga
September	Diversity @ work	Local business people	11	Coffs Harbour
September	Diversity @ work	Local business people	12	Gosford
October	Diversity @ work	Co-hosted by Bathurst Chamber of Commerce members	15	Bathurst

Dec 2000 - Nov 2001

Key Performance Indicators

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



CLIENT EMPLOYMENT

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

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

CLIENT TRAINING

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

CLIENT WORK EXPERIENCE

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

CHRISTINE FOLLETT

The Office of the Director of Equal Opportunity in Public Employment has coordinated some designated vacancies for appropriate clients in the NSW Ambulance Service and Fire Brigade though the Migrant Career Development Program. One Newcastle client has been successful with the Ambulance Service and will commence employment in due course.

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

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

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

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

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

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

LINKS WITH COMMUNITY, GOVERNMENT AND BUSINESS ORGANISATIONS

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

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

FILIPINO WELFARE SERVICE – ANNUAL REPORT 2002

Funded by the NSW Department of Community Services

How times flies! It has been ten years since I started working here at the Migrant Resource Centre and the job has proven to be extremely challenging and rewarding. I have received a great amount of support from the MRC staff and Management Committee and I feel that progress has been made in a number of issues.

The Filipino Welfare Service is aimed at addressing the following issues and needs of the Filipino population, which has continued to grow steadily across most LGAs of the Hunter Region.

These issues and needs include the following:

- ◆ Lack of information and referral
- ◆ Lack of access by many individuals and families to mainstream services
- ◆ Problem arising from social and geographical isolation
- ◆ Escalation of domestic violence in cross-cultural marriages
- ◆ Immigration matters
- ◆ Cultural differences between parents and their children.

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

Services I have provide during the year are:

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

Client Statistics:

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

Presenting Problems/Issues

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

Childcare	41	35
Aged Care	52	26
Youth Issues	103	120
Domestic Violence	137	120
Legal	124	38
Police	38	34
Settlement Information & Referral	293	286
Others	284	280
Total	1743	1499

Other Include: Language difficulties, filling up forms, supporting letters, referee, interpreting, translations, taxation, electricity and telephone bills, family and parenting problems, gambling problems, social/emotional, death/bereavement, separation/divorce, harassment, discrimination, travel offence infringement notices, compensation, relationship conflict outside of marriage, neighbourhood dispute, passport renewals, cultural information, transport, Philippine books, brochures and pamphlets.

Community Development:

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

Meetings, Seminars, Trainings, etc

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

Other Activities

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

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

Pet M C Kelly

FAMILIES FIRST ACCESS AND EQUITY PROJECT – ANNUAL REPORT 2002

(April 2002 to October 2002 (3 days/week)
Funded by NSW Department of Community Services



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

Key Activities:

Research models of best practice in culturally competent service delivery to families of CALD backgrounds.
Consult with targeted agencies working with young families to identify strengths, need and gaps in training in service delivery to CALD families.
Provide training to targeted service providers in key cultural competencies such as the use of interpreters.
Compile an access and equity resource manual/kit which addresses key areas of cultural competence and the use of interpreters, and which will provide an ongoing resource for services.

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

**“We don’t
have any
CALD*
clients”**

***CALD – CULTURALLY AND LINGUISTICALLY DIVERSE**

Promotion of the Project
The initial weeks of the project were spent promoting the project with the sector – at a ‘Better Linkages’ workshop organised by the Family Support Service Association, at the Women’s Refugee Regional Forum, at the Hunter Women’s Network meeting, at the Supported Accommodation Assistance Program (SAAP) Network meeting, and at meetings of Family Support Service agencies and SAAP agency meetings.

Consultation
Introductory letters re the project were sent to all the targeted services and followed up by phone calls. Questionnaires were then sent to all the services re their strengths, needs and gaps in training with regard to CALD families. 33 questionnaires were sent out and 16 reports were received.

Training
During the six months of the project I presented several information sessions, and participated in cultural awareness training with Alex Burns and Miza Torlakovic.

Development of the Manual
Information from the questionnaires was collated, to be used as a blueprint for the resource manual.

The manual was categorised into sections;
Legislation and Policy for Service Providers
Cultural Competence - the concept of cultural competence, and issues for service providers working with young CALD families
Migration and Settlement
“We Don’t Have Any CALD Clients” – Barriers and Strategies, including Interpreting and Translating

Services Available for service providers and CALD families in the Hunter
Resources for working with CALD families in the Hunter and beyond

The first draft was trialled with members of my reference group and several of the targeted service providers, and some of the MRC staff, with very helpful and positive feedback. The second and third drafts fine-tuned the content and format, and the final manual was launched at the MRC on 4 November. The manual was distributed to the targeted services, and will also be available on the MRC website.

The production of the manual has been a team effort. It could not have happened without the skilled formatting assistance of Carla Silva and Annie Gawn, the generous cooperation and support from many of the service providers, and the invaluable advice and feedback from Alex Burns, Violetta Walsh and other MRC staff, and from my reference group, Jo Hartigan from DoCS, Gerd Maeder and Zemi Edmonds from the ECC, and Connie Morgan from Westlakes Family Support Service.

I hope the manual will be a useful and practical resource for the target sector, and also for the wider community, to enable them to work effectively to assist CALD families, for in the end it will be people of CALD backgrounds who will benefit.

Pat Dring
Community Resource Worker

MULTICULTURAL FAMILY SUPPORT WORKER -ANNUAL REPORT 2002

Funded by NSW Department of Community Services

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



COUNTRY	No.of clients	COUNTRY	No.of clients	COUNTRY	No.of clients
Austria	1	Greece	1	Portugal	1
Argentina	9	Honduras	2	Samoa	6
Brazil	4	India	6	Sri Lanka	1
Chile	12	Indonesia	2	Spain	21
China	4	Italy	7	Sudan	3
Colombia	6	Japan	1	Taiwan	1
Costa Rica	3	Macedonia	6	Tahiti	1
Dominican Rep	1	Mexico	5	Thailand	3
El Salvador	2	Nepal	1	Tunisia	1
England	2	Panama	1	Uruguay	4
Fiji	9	Paraguay	1	Venezuela	3
Finland	3	Peru	15	Vietnam	2
France	2	Philippines	11	Zimbabwe	1
Germany	1	Poland	4	Australia	24

CLIENTS NEEDS:

Issues presented by clients are shown in the following table.

Problem/Issue	No. of Instances	Problem/Issue	No. of Instances
Family/Parenting	345	Legal	87
Isolation	118	Housing	64
Health	113	Income Support	57
Education/Employment	112	Immigration	45
Language	95	Other	158
Domestic Violence	88	TOTAL	1,282

SERVICES PROVIDED:

Services provided to families and individuals are as follows:

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

GROUP WORK:

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

MEETINGS:

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

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

CONCLUSION:

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

Marcela Sutcliffe

MULTICULTURAL FAMILY SUPPORT PROJECT (FAMILIES FIRST)-2002

Funded by NSW Department of Community Services

Introduction:

The Multicultural Family Support Project commenced in July this year.



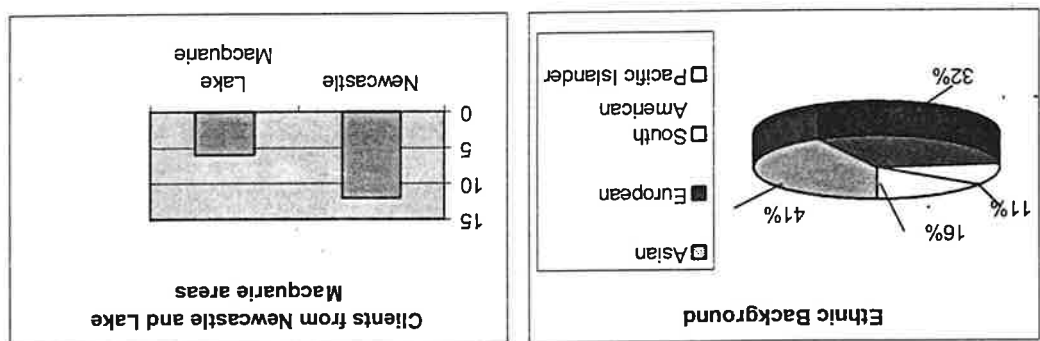
The Department of Community Services has funded this Project through the Families First initiative. Families First is a NSW government initiative to support parents and carers raising young children by providing a coordinated network of services such as DOCS, Health, Education and Training, Housing,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

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

Client Statistics:

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

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



Networking:

Networks have been developed with the following organizations.

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

Protocols have been drawn up in partnership with Hunter Health.

Case Management and Case Planning:

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

Training / Meetings Attended:

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

Administration:

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

Acknowledgements:

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

Devika Wijewardene

COMMUNITY AGED CARE PACKAGES 2002 ANNUAL REPORT

Funded by Commonwealth Department of Health and Ageing



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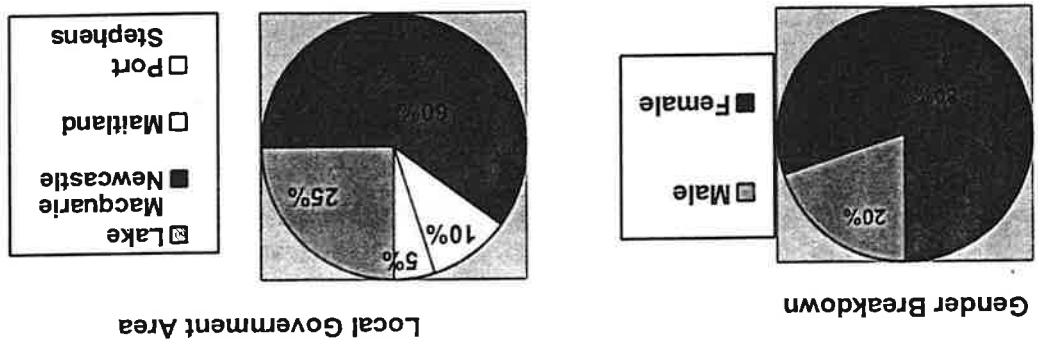
The Multicultural Community Aged Care Packages (CACP) Project, funded by the Commonwealth Department of Health and Ageing, provides funding for home based care and assistance to frail aged people from Non English Speaking Backgrounds, living in their own homes across the Hunter Region. This year the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

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

Client's Profile

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

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



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

Model of Service Provision

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

Casework Management Role

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

Administration

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

Training

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

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

Wish you all a Safe and Happy Festive Season

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

COMMUNITY VISITORS SCHEME ANNUAL REPORT -2002 (Funded by the Commonwealth Department of Health and Aging)

This was a very challenging year for me. To find the right Visitor with the right attitude has not been always easy, but the Visitors who are on our list at the moment are worth their weight in gold. Quite a few of the Residents in Nursing homes are in an advanced stage of Dementia. Our visitors are delighted when they are able to engage such residents in conversation, or just when they appear to be recognized.



This year the Migrant Resource Centre (MRC) Community Visitors Scheme (CVS) saw an increase of Visitors over previous years with the number of Visitors

raised initially to 23 followed later to 28 visitors. The attached table outlines the number of visits conducted of the year by our Volunteer Visitors

Table 1

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

This year I attended a Seminar in Adelaide which was very beneficial for those who were there for the first time, however those who started with the CVS programme expected a bit more of this Seminar.

The Net work with other CVS projects in this region is a great support for me as well as the other projects. Most of them feel that they are the only one with problems, including me.

The Information Sessions run by the project are well attended by the Community Visitors. Two have been held this year. I believe if we would have them every other month the Visitors would find excuses not to come.

I also attended meetings with TACS (NSW Transcultural Aged Care Service) with a result of closer communication between Ethnic Communities, the various services and Nursing Homes/Hostels.

Ann Dupree

The Youth Support Strategy project was funded for one year to provide information and support in the area of drug and alcohol to NESB communities. The goal was to create a more protective environment for young NESB people. The main strategies used to achieve this goal were the following: drug and alcohol information workshops for young people; drug and alcohol information workshops for parents and community members; building partnerships with service providers and NESB communities; and providing young people and their families with a counseling and referral service.



Youth workshops:

Over the period of the year, 15 workshops were held with 17 young people attending. The exact focus of the workshops was decided by the young people themselves and included areas such as: specific information on the risks of drug and alcohol use; what to do if a friend or family member were in trouble; and what local support services are in the community and how to contact them. Also a number of the workshops had a recreational focus and this proved to be a useful environment to promote more open and relaxed discussion. The workshops were based on a peer support model: the rationale being that many of the participants of the workshops were probably not engaging in risk taking behavior, however these young people would be able to offer good advice and support to their peers or family members that may be involved in such behavior.

Community/parent workshops:

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

Partnership building:

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

<u>Name of Organization</u>	<u>Number of Meetings</u>	<u>Name of Organization</u>	<u>Number of Meetings</u>
Department of Education and Training	4	Ethnic Communities Council	2
Newcastle Community Drug Action Team	10	NESB Youth Interagency Network	4
Youth Interagencies	6	Newcastle Interagency Network	5
Lifeline	5	DFT Multicultural Seminar	4
Committee for protocol on intoxicated youth	2	Homelessness Interagency Network, complex needs	2
Samartians Youth Service, the Hub	7		

Counseling and Referral:

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

Other work:

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

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

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

Acknowledgements:

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

Rhyall Gordon

CENTRE'S USAGE - 2002

Baha'i Community of Newcastle	Bosnian Community of Newcastle
Estonian Community of Newcastle	Filipino Senior Citizens Group
Filipino Women's Group	Greek Macedonian of Newcastle (Pavlos Melas)
Greek Orthodox Holy Apostles	Hungarian Association
Korean Group	Latvian Community of Newcastle
Letesi Group	Macedonian Brotherhood
Macedonian Youth Group	Nightingale (sub-group Letesi)
Newcastle Theosophical Society	Newcastle Japanese Akebano Group
Samoa Women's Group	Samoa Catholic Community Choir
Slovene Association of Newcastle	School of Philippines Studies
Sri Lankan Community	Spanish Speaking Dance Group "Tonatiuh"
Skillmax Group	Spanish Adult Group
Thai Women's Group	Tamil School
Tongan Community Choir	Tongan Women's Group

In addition the following multicultural groups have been accommodated

Families in Cultural Transition	Hamilton Multicultural Walkers Group
Home and Community Care	International Choir
Multicultural Women's Support Group	Newcastle & Hunter Ethnic Choral Society
South Pacific Islander Culture in Education (SPICE) Group	Domestic Violence Torture & Trauma Support Group
Hunter Community College – Life Experience Counts	Multicultural Dementia Support

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

Amnesty International	Bohemian Outreach Society
Community Options NESB Committee	Centrelink Multicultural Access Forum
DOCS Culturally and Linguistically Diversity (CALD) Committee	Employment Opportunities
Fair Wear Committee	Hamilton Walkers
Hunter Ethnic Parents Teachers Association	Hunter Community Council
Community Languages	
Hunter NESB Disability Working Party	Pacific Islander Welfare Project Committee
Relationships Australia	Refugee Orientation Program Working Party
TACS Committee	United Nations Association

Centre Staff 2002



Lulu Tantos,
Deputy Director/Migration Agent



Carla Silva
Admin Assistant



Annie Gawn
PWD/SMPO Assistant



Arlene Richards –
Bookkeeper



Michael O'Sullivan
HPTACLS Project



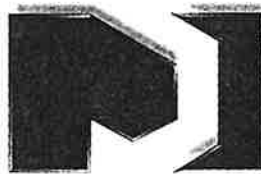
Juanita Loli –
Welfare Worker – PIWC



Dubravka Vasiljevic - Resigned



Tima Oto – Office Manger



CUTCHER & NEALE

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

**Financial Report
For the Year Ended
30 June 2002**

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DIRECTORS' REPORT

Your Directors present their report on the Company for the financial year ended 30 June 2002.
 The names of the Directors in office at any time during or since the end of the year are:

Name	Position	Member of Newcastle and Hunter Valley Chinese Association/Financial Advisor	Director of Migrant Health Service	(resigned 21/11/2001)	Ukrainian Community Representative	President of Slovenian Association	President of Polish Association	Bosnian Community Representative	Tartar Community Representative	Filipino Community Representative	Macedonian Community Representative	Greek Community Representative	Fellow of the Institute of Chartered Accountants	(appointed 21/11/2001)
Henry Chan	Chairman													
Trudy Mills Evers	Director													
Bill Samanowsky	Director													
Ivan Klopocic	Director													
Alina Kizewater	Director													
Zoran Valisjevic	Director													
Sania Young	Director													
Melanie Larsen	Director													
Traje Trajanovski	Director													
Fr Nicholas Zervas	Director													
Paul Mather	Director													

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

Principal Activities

The principal activity of the Company is the provision of welfare and information services
 There were no significant changes in the nature of these activities during the financial year.

Operating Results

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

Review of Operations

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

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

Significant Changes in State of Affairs

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

DIRECTORS' REPORT

After Balance Date Events

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.

Future Developments

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

Environmental Issues

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.

Meeting of Directors

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

<i>Meetings</i>	No. Available	No Attended
-----------------	---------------	-------------

Henry Chan	11	10
Trudy Mills Evers	5	5
Bill Samanowsky	11	11
Ivan Klopovic	11	11
Alina Kizewater	11	8
Zoran Valisjevic	11	9
Sania Young	11	7
Melanie Larsen	11	5
Traje Trajanovski	11	5
Fr Nicholas Zervas	11	7
Paul Mather	6	5

Indemnifying Officers or Auditor

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

"Every member of the Management Committee, auditor, 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".

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

LIMITED

ABN 72 002 898 759

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

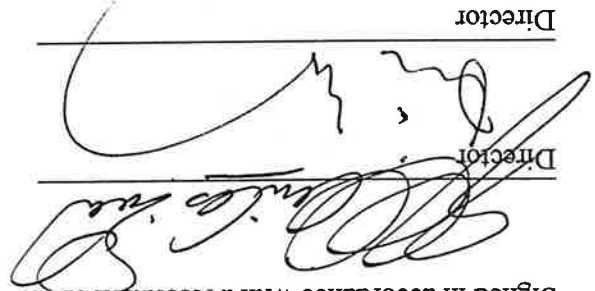
Page 3

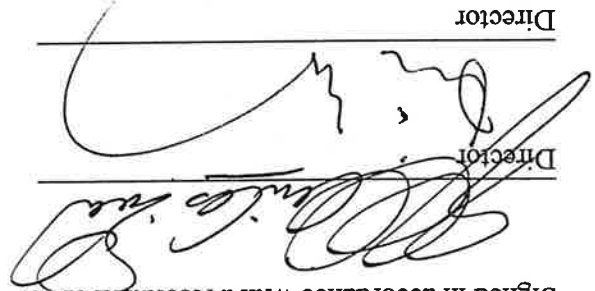
DIRECTORS' REPORT

Directors' Emoluments

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

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


Director


Director

Dated this 16th day of October 2002

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

Scope

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

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

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

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

Audit Opinion

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

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of the Company's financial position as at 30 June 2002 and its performance for the period ended on that date; and
 - (ii) complying with Accounting Standards and the Corporations Regulations 2001; and
- (b) other mandatory professional reporting requirements

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


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

DIRECTORS' DECLARATION

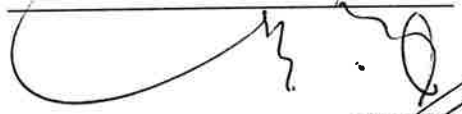
The Directors of the Company declare that:

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

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



Director



Director

Dated this 16th day of October 2002.

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

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**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2002**

	2002	2001
	\$	\$
Note		
Revenues from ordinary activities	510,793	480,731
Employee benefits expense	221,710	256,047
Depreciation and amortisation expense	19,691	20,309
Other expenses from ordinary activities	283,923	223,256
Loss from ordinary activities	14,531	18,881
Total change in equity	14,531	18,881

The accompanying notes form part of these financial statements

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
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**STATEMENT OF FINANCIAL POSITION
AS AT 30TH JUNE 2002**

	2002	2001
CURRENT ASSETS		
Cash assets	250,568	314,953
Receivables	43,529	56,818
Other	7,919	7,319
TOTAL CURRENT ASSETS	302,016	379,090
NON CURRENT ASSETS		
Plant & equipment	70,674	71,890
TOTAL NON CURRENT ASSETS	70,764	71,890
TOTAL ASSETS	372,690	450,980
CURRENT LIABILITIES		
Payables	3,471	104,360
Provisions	120,184	68,212
TOTAL CURRENT LIABILITIES	123,655	172,572
NON CURRENT LIABILITIES		
Provisions	33,438	48,280
TOTAL NON CURRENT LIABILITIES	33,438	48,280
TOTAL LIABILITIES	157,093	220,852
NET ASSETS	215,597	230,128
EQUITY		
Retained profits	215,597	230,128
TOTAL EQUITY	215,597	230,128

The accompanying notes form part of these financial statements

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

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

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

17(a)

The accompanying notes form part of these financial statements

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

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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.

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.

(a) Income Tax

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

(b) Plant & Equipment

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

Plant and Equipment

Plant and equipment are measured on the cost basis.

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

Depreciation

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

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

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

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

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

(c) Employee Entitlements

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.

Employee entitlements are calculated for each employee from the first day of employment, so that an accurate charge can be allocated to each grant.
 Contributions are made by the Company to employee superannuation funds and are charged as expenses when incurred.

(d) Cash

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

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

(e) Revenue

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.
 Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

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

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

(f) Goods and Services Tax (GST)

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

(g) Comparative Figures

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

(h) Administration Fees

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.

(i) Affiliated Grant Activities

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

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

(j) Grant Contribution

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.

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

NOTE 2 REVENUE		
Operating activities	320,159	351,941
- Grants received		
- Administration fee received	176,661	80,965
- Interest received – other persons	8,281	8,912
- Other revenue	5,692	25,986
Non operating activities	510,793	467,804
- proceeds on disposal of plant and equipment	-	12,927
Total Revenue	510,793	480,731
NOTE 3 PROFIT FROM ORDINARY ACTIVITIES		
Profit from ordinary activities has been determined after:		
(a) Expenses		
- Depreciation of non current assets	16,895	15,099
- plant and equipment		
Amortisation of non current asset	2,796	5,210
- leasehold improvements		
Remuneration of auditor	5,400	9,500
- audit		
- other services	-	3,838
Rental expense on operating lease	5,400	13,338
- minimum lease payments		
Bad and doubtful debts	75	-
- trade debtors		
- grant debtors	60,847	-
Total bad and doubtful debts	60,922	-
Administration expense	146,775	145,767
(b) Net gain/(loss) on disposal of plant and equipment	-	(3,527)
	283,923	223,256

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

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

NOTE 4 DIRECTORS' REMUNERATION

(a) Directors Remuneration

Income paid or payable to all Directors
of the Company

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

\$0 - \$9,999

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

Henry Chan
Bill Samanowsky
Ivan Klopovic
Zoran Valisjevic
Melanie Larsen
Fr Nicholas Zervas
Traje Trajanovski
Paul Mather

NOTE 5 CASH

Cash at bank
Deposits at call
Refugee Housing account

157,968
132,198
24,787

101,072
149,496
-

NOTE 6 RECEIVABLES

Trade debtors
Provision for doubtful administration fees

56,818
-

59,718
(31,537)

56,818
-

28,181
15,348

Other debtors

56,818
43,529

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

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2002	2001
\$	\$
NOTE 7 OTHER ASSETS	
Prepayments	7,319

NOTE 8 PLANT & EQUIPMENT

Leasehold improvements – at cost	36,532	27,748
Less: accumulated amortisation	11,580	8,784

Equipment – at cost	115,721	90,442
Less: accumulated depreciation	116,458	79,746

36,712	25,279
---------------	---------------

Motor vehicles – at cost	43,349	23,937
Less: accumulated depreciation	6,738	339

36,611	23,598
---------------	---------------

70,674	71,890
---------------	---------------

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
Improvements
Equipment
Motor
Vehicles
Total**

Balance at the beginning of the year	11,580	36,712	23,598	71,890
Additions	-	289	19,411	19,700
Transfer of asset	-	1,225	-	1,225
Depreciation and amortisation expense	2,796	10,497	6,398	19,691
Carrying amount at the end of the year	8,784	25,279	36,611	70,674

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION

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

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

	2002	2001
NOTE 9 PAYABLES		
Trade creditors	3,471	104,360

NOTE 10 PROVISIONS		
CURRENT		
Employee entitlements	120,184	68,212
NON CURRENT		
Employee entitlements	33,438	48,280
(a) Aggregate employee entitlement liability	153,622	116,492
(b) Number of employees at year end	18	21

NOTE 11 RETAINED PROFITS		
Retained profits at the beginning of the financial year	230,128	249,009
Net loss attributable to members of the Company	14,531	18,881
Retained profits at the end of the financial year	215,597	230,128

NOTE 12 COMPANY DETAILS		
The registered office and principal place of business is:		
8 Chaucer Street		
HAMMILTON NSW 2303		

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

2002	\$
2001	\$

NOTE 13 CAPITAL & LEASING COMMITMENTS

(a) Operating Lease Commitments

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

Payable

- not longer than 1 year

- longer than 1 year but not longer than 5 years

92,493	232,466
90,978	250,190
341,168	324,959

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

NOTE 14 MEMBERS' GUARANTEE

The Company is limited by guarantee. If the Company is wound up, the articles of the Company state that each Member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company. At 30th June 2002 the number of Members was 69 (2001 - 69)

NOTE 15 SEGMENT REPORTING

The Company operates in the services industry wholly within Australia.

NOTE 16 FINANCIAL INSTRUMENT

(a) Interest Rate Risk

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

Bank Accounts

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

Short Term Deposits

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

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

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

2002	\$
2001	\$

NOTE 16 FINANCIAL INSTRUMENT (cont'd)

(b) Credit Risk

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.

(c) Net Fair Value of Financial Assets and Liabilities

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

NOTE 17 STATEMENT OF CASH FLOWS

(a) Reconciliation of Cash

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:

Cash at bank	101,072	157,968
Cash on deposit	149,496	132,198
Refugee Housing	-	24,787
	<hr/>	<hr/>
	250,568	314,953

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

Loss from ordinary activities	(14,531)	(18,881)
Non-cash flows in profit from ordinary activities:		
Depreciation and amortisation	19,691	20,309
Net loss on disposal of plant and equipment	-	3,527

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

2002 \$
 2001 \$

NOTE 17 STATEMENT OF CASH FLOWS (cont'd)

Changes in assets and liabilities:	
(Increase) / decrease in receivables	13,289
(Increase) / decrease in prepayments	(600)
Increase / (decrease) in trade creditors and accruals	(22,247)
Increase / (decrease) in provisions	37,130
Increase / (decrease) in grants in advance	(78,642)
	(4,930)
	15,530
	(3,030)
	3,161
	(22,737)
	(7,051)
	(45,910)
	(7,051)

Cash flow from operations

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

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

Scope

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

1) Detailed Statement of Financial Performance

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

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

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.

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.

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.

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

**CUTCHER & NEALE
CHARTERED ACCOUNTANTS**

J. M. McLennan
Partner
1st Floor
25 Bolton Street
NEWCASTLE

3
October 2002

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2002

2002	2001
Income	
Administration Fees	80,965
Donations received	553
Federation	1,840
Grants received	351,941
Interest received	8,912
Membership Fees	550
MS direct migration	1,017
Photocopying	1,244
Rent received	10,815
Travel	4,857
Sundry	5,110
Total Income	467,804
Expenses	
Accommodation	1,170
Administration fees RGH	1,000
Advertising	1,544
Audit and accounting fees	13,978
Bad debts written off	660
Bank charges	1,046
Birthday celebration	4,670
Catering, function	2,213
Cleaning	6,236
Computer expenses	2,140
Consulting	5,598
Depreciation and amortisation	20,309
Donations	407
Electricity	3,679
Grant Contribution	-
Insurance	5,810
Immigration booklets	1,300
Interpreting fees	2,700
Library	930
Licence fees	548
Loss on disposal of fixed asset	-
Motor vehicle	-
Photocopier expenses	10,205
	9,607

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

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**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2002**

	2002	2001
Office furniture	684	808
Office supplies	8,042	6,810
Petty cash	-	337
Postage	6,558	4,896
Printing and Stationery	7,728	6,873
Meals and training	-	304
Payroll support	-	38
Provision for doubtful administration fees	31,537	-
Provision for annual leave	1,324	10,816
Provision for long service leave	6,414	277
Rates and water	-	1,670
Recycling	-	56
Rent	70,826	64,151
Rent outgoings	11,889	13,015
Repairs and Maintenance	1,085	2,131
RGH transfer	25,567	-
Seminar and training	2,669	2,312
Staff amenities	500	100
Subscriptions and membership	620	1,226
Sundry	728	472
Superannuation	15,919	16,912
Telephone	28,136	29,987
Travel	988	782
Wages	198,053	217,257
Workers Compensation	11,521	10,785
Total Expenses	525,324	486,685
Operating loss	(14,531)	(18,881)

