



Migrant Resource Centre of Newcastle & Hunter Region Ltd

ACN 002 898 759

Annual Report 2000

8 Chaucer Street
Hamilton NSW 2303
Ph: (02) 4969 3399
Fx: (02) 4961 4997
Freecall: 1800 813 205
Email: mrch@mrch.org
Website: www.mrch.org

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MRC MANAGEMENT COMMITTEE MEMBERS 99-2000

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	-	Traje Trajanovski
7. Member	-	Cecilia Soumastre
8. Member	-	Zoran Vasiljevic
9. Member	-	Ivan Klopotic
10. Member	-	Sania Young
11. Member	-	Father N Zervas

COOPTED MEMBERS

1. Department of Immigration & Multicultural Affairs	-	Ms Zaga Nagy
2. Newcastle City Council	-	Cr Margaret Henry

STAFF

1. Coordinator	-	Violetta Walsh
2. Assistant Coordinators	-	Lulu Tantos/Tima Oto
3. Administrative Officer	-	Mary Griffin
4. Community Project Officer	-	Irena Lupish
5. Community Development Worker- CSS Level III-	-	Alex Burns
6. Community Welfare Worker - CSS Level II	-	Miza Torlakovic
7. Humanitarian Entrant Resource Worker I	-	Pat Dring
8. Humanitarian Entrant Resource Worker II/	-	Cathy Johnson
9. Filipino Welfare Worker	-	Cathy Johnston
10. Special Migrant Placement Officer	-	Petrona Kelly
11. Family Support Worker	-	Mary Bramble
12. Community Visitor's Program	-	Marcella Sutcliffe
13. Coordinator - Circuit Breaker	-	Ann Dupree
14. Admin Assistant - SMPO	-	Chris Byrne
15. RLC Admin Assistant	-	Antoinette Gawn
16. Citizenship Skills Project Officer	-	Carla Bekker/(until 1/12/99)
17. Ethnic Liaison Officer	-	Karen O'Connor (until 30/6/00)
	-	Michael O'Sullivan (until 30/6/00)
	-	Cheng Peng - Project concluded 30/6/00.

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)	-	Steven Greig (until 31/12/00)
4. Relief Welfare Worker	-	Michael O'Sullivan
5. Spanish Latin American Social Assistance Incorporated - Violetta Craney	-	Dubravka Vasiljevic
6. NESB Tenants Advisory Service	-	Dawn Arrow
1.	-	

**AGENDA OF THE 15TH ANNUAL GENERAL MEETING OF THE MIGRANT
RESOURCE CENTRE TO BE HELD ON WEDNESDAY 13TH DECEMBER
2000 AT 8 CHAUCEY STREET, HAMILTON AT 5.30PM.**

5.30pm	1.	OPENING AND WELCOME BY CHAIRMAN, MR HENRY CHAN
	2.	APOLOGIES
	3.	MINUTES OF 1999 AGM
	4.	BUSINESS ARISING
	5.	PRESENTATION OF REPORTS
	6.	ELECTION OF MRC MANAGEMENT COMMITTEE
	7.	GENERAL BUSINESS
6.30PM	8	SENATOR JOHN TIERNEY
7.30PM		Refreshments & Close

We wish to acknowledge the support of funding bodies throughout the year:

1. Department of Immigration and Multicultural Affairs
2. Department of Education and Training
3. NSW Department of Community Services
4. Commonwealth Department of Human Services and Health
5. Hunter Area Assistance Scheme
6. Bicentenary Federation Fund

**MINUTES OF THE 14TH ANNUAL GENERAL MEETING OF THE MIGRANT
RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION LTD, HELD AT
THE MRC PREMISES ON WEDNESDAY 8TH DECEMBER 1999 AT 5.30PM**

PRESENT: As per list attached

1. H Chan welcomed everyone present on behalf of the MRC management committee. He acknowledged the presence of Mr Peter Logan and Ms Zaga Nagy from Department of Immigration and Multicultural Affairs.

2. **APOLOGIES:** T Druce, C Papadopoulos, M Torlakovic & M Sutcliffe.

3. **MINUTES OF 1998 AGM:**

Proposer: Z Vasiljevic
Second: I Klopacic

4. H Chan suspended formal Agenda and invited Stuart Priestly from KPMG to present financial reports.

Auditor's Report: Stuart Priestly presented financial reports. The Centre's financial operations are sound.

- i. **Financial Reports:**

Proposer: T Trajanovski
Second: L Larsen

- ii. **Confirmation of Auditors:** Motion moved by H Chan to retain KPMG for 2000.

Proposer: H Chan
Second: I Klopacic

5. **BUSINESS ARISING:**
i. With DIMA's support, the Centre is able to acquire the lease of the existing 4th suite within the building – one of the achievements over the past year.

- ii. V Walsh noted that the refurbishment would be completed in the course of the year with internal refitting and organization.

6. PRESENTATION OF REPORTS

- (i) **Chairperson's Report** – challenging and busy year for committee. With cooperation of Committee and assistance of Coordinator and staff the Centre has been able to accomplish all its objectives including a major involvement with the Safe Haven Initiative. Thanked fellow committee members and Coordinator and staff for a job well done.

- (i) **V Walsh –Coordinator:** Report tabled and accepted as read: Noted funding from Federation Fund allowing Skills Courses.
- a. A busy year ahead and it will be very challenging. Humanitarian Entrant project is to conclude in June, with a new program of Integrated Humanitarian Support in place.
- b. Thanked committee and staff for their work and support.

(ii) **I Lupish – CPO:** Report tabled and accepted as read

(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.

(vi) **C Johnston – Humanitarian Entrant Worker – Employment:** Report tabled and accepted as read

(vii) **M Sutcliffe – Family Welfare Support Worker** - Report tabled and accepted as read

(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

(x) **M Bramble – Special Migrant Placement Officer** - Report tabled and accepted as read. Mary thanked Committee and staff for a wonderful year of work.

(xi) **A Dupree – Community Volunteer Scheme** - Report tabled and accepted as read. Added that she still needs volunteers, especially Russian Visitors.

(xii) **Cheng Peng – Ethnic Liaison Officer** - Report tabled and accepted as read. Thanked all staff for a wonderful working environment

(xiii) **Citizenship Skills Project** - Report tabled and accepted as read. Worker was on leave overseas.

(xiv) **A Burns – Safe Haven Project** - Report tabled and accepted as read. Emphasised support from people of Hunter and tremendous support given by MRC staff. MRC played a major role in Singleton and can be proud of its involvement.

(xv) **Circuit Breaker** - Report tabled and accepted as read.

Reports accepted.

Proposer:

Z Vasiljevic
Traj Trajanovski

Election of the MRC management. (10 nominations for 11 positions).

7.

1. B Simanowsky
2. Samia Young
3. Ivan Klopčič
4. Alina Kizeweter
5. Trudy Mills-Evers
6. Zoran Vasiljević
7. Father Nicholas Zervas
8. Mrs Melanie Larsen
9. Traje Trajanovski
10. H Chan

The 10 nominees were duly elected as the new millennium management committee.

8. GENERAL BUSINESS:

- (i) B Simanowsky – Thanked the MRC staff for their annual reports and stated that staff were a pleasure to deal with, friendly and always cooperative.
- (ii) H Chan – Cecilia Soumastre has been a committee member for a number of years but has to leave for 12 months overseas. Henry thanked Cecilia for her involvement and wished her well during her year away.
- (iii) A Burns mentioned how wonderful it was to work with Carla Bekker who has moved on to Sydney. She has been instrumental in developing the Centre's website – it is important for communities in rural areas. The 1800 number is also valuable.
- (iv) Peter Logan – stated that he has been associated with the MRC for many years and it has always been regarded as a well run efficient organisation which gets down to business and does a good job – expressed his thanks to all at MRC.
- (v) Zaga Nagy – DIMA Consultant – expressed her appreciation to staff and to Violetta for quick response to requests as required.
- (vi) A Burns – In May this year new report on multiculturalism will be launched – Prime Minister has endorsed it as a Blueprint for multiculturalism – Report available from DIMA, Canberra.
- (vii) Lulu Tantos – Migration Agent - appreciates the support from the DIMA Parramatta Office and a good working relationship with DIMA officers.
- (viii) A vote of thanks to Dawn Arrow for her support as a committee member. She has now retired.
- (ix) S Greig – HEPTACLS Officer – thanked MRC and committee for giving him a base in Newcastle where he was able to contact communities and ethnic schools. He is resigning from his position and moving to Sydney with his family.

9. Meeting concluded at 6.30pm to allow Guest Speaker – Mr Charles Davison – President NSW Aboriginal Educational Consultative Group and Member of NSW State Reconciliation Committee to deliver his speech.
10. Following this address, members were well entertained in lively fashion by members of the Tongan Choir.

MEMBERS IN ATTENDANCE OF THE MRC ANNUAL GENERAL MEETING HELD

ON 8/12/00

1.	H Chan	Chinese Community	2.	B Simanowsky	Ukrainian Community
3.	A Kizeweter	Polish Community	4.	I Klopce	Slovene Community
5.	Z Vasiljevic	Bosnian Community	6.	L Larsen	Filipino Community
7.	S Young	Russian Community	8.	Fr N Zervas	Greek Community
9.	T Trajanovski	Macedonian Community	10.	Zaga Nagy	DIMA
11.	Peter Logan	DIMA – Parramatta	12.	S Greig	HEPTACLS
13.	L Tantos	MRC	14.	S Tupou	Tongan Community
15.	V Walsh	MRC	16.	T Oto	MRC
17.	A Burns	MRC	18.	P Dring	MRC
19.	Cathy Johnston	MRC	20.	P Kelly	MRC
21.	Mary Bramble	MRC	22.	V Lupish	Russian Community
23.	I Lupish	MRC	24.	A Dupree	Dutch Community
25.	Cheng Peng	MRC	26.	M Griffin	MRC
27.	D Arrow	Migrant Women's Network	28.	C Soumastre	Chile
29.	Stuart Priestly	KPMG	30.	T Lolohea	MRC
31.	A Dimovski	Macedonian	32.	M Todd	Macedonian
33.	A Gawn	MRC	34.	Dubravka Vasiljevic	Bosnian
35.	T Mills-Evers	Migrant Health Unit	36.	Zivko Kackarovski	Macedonian
37.	J Lolohea	Tongan Community	38.	Nova Lolohea	Tongan Community
39.	P Mannusiu	Tongan Community	40.	E Simunovic	Tongan Community
41.	Rantanam	Russian Community	42.	C Davison	NSW Aboriginal Educational Consultative Group
43.	M Mannusiu	Tongan Community	44.	L Mannusiu	Tongan Community
45.	J Oto	Tongan Community	46.	N Oto	Tongan 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 Department of Immigration and Multicultural Affairs' Rural Strategy, 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.

MIGRANT RESOURCE CENTRE

PRINCIPLES FOR MRC SERVICE DELIVERY

- Our clients are the reason for our existence;
- Each client is an individual, and has different needs determined by age, gender, ethnic background, recency of arrival, and life experiences and circumstances;
- Clients have a right to linguistically and culturally relevant services;
- Clients have the right to choice, dignity, respect, privacy and confidentiality;
- Clients have a right to value-free, non-discriminatory service;
- As a publicly funded agency, the Centre must operate in a transparent, and accountable way;
- Clients have a right to complain without fear of retribution, as outlined in the MRC Client Service Charter.



At the end of my 12 years as Chairman I am pleased to report on the considerable progress the Migrant Resource Centre has made in the delivery of settlement services for migrants, refugees and humanitarian entrants.

New initiatives, a continuing focus on service delivery and the quality of service delivery all assist the MRC in achieving its desires and aims at the start of this new millennium.

Perhaps one of the most significant developments this year impacting on our service delivery role, has occurred in the process of reforming Integrated Humanitarian Settlement Services (IHSS).

The IHSS was first introduced by the Government in 1997-98 to provide a more integrated and targeted approach to the provision of services to humanitarian entrants.

As you are aware our Centre has been funded by DIMA under core funding (since 1996) to provide case management service to Refugee Humanitarian Entrants. As a direct result of this reform, the Humanitarian worker position officially ceased on the 31 October 2000.

Over the last year the government has developed a new IHSS Service delivery model identifying and tendering out at a national level the core services required by humanitarian entrants in the path to successful settlement in Australia.

The new IHSS model is to incorporate the following services:

- Accommodation Support
- Information and orientation
- Household Formation Support
- Early Health Assessment and Intervention
- Proposer Support
- Community Support for Refugees, and
- Service provider support

In response to DIMA's "Request for Proposals" the Centre in conjunction with the NSW MRC Association tendered for the delivery of two parts of the new model: Initial information and Orientation assistance and Proposer Support. To date no agreements have been reached and negotiations are continuing with DIMA. The Humanitarian Entrant Worker position has been extended till 31/1/2001 but the future of case management services for Humanitarian entrants, particularly those located outside the Metropolitan Areas and the role of organizations such as ours is unclear. Nevertheless we will continue to do what we do best; providing an appropriate and responsive service facilitating participation of new arrivals in the community and maximizing the benefits of cultural diversity for the community.

It is worth noting here that our concern regarding services to non-metropolitan refugee and migrant communities is demonstrably very real and long standing. The needs of the "bush" are just now very high on the political agenda and we say, ABOUT TIME!

We have always recognized the particular settlement problems facing regional and rural migrants and much of our service delivery and development is aimed at outreaching to settlers in more isolated environments; this has been abundantly demonstrated by our years of support for DIMA's Rural Strategy, by structured outreach welfare provision and by our promotion of greater information access to rural sector communities and agencies through our freecall number, email system and comprehensive Web page.

Partnerships have also actively been pursued and forged with funding bodies which have allowed the extension of worthwhile services beyond our immediate location. I refer to projects such as the Special Migrant Placement Officer and the Rural Information Campaign which are vital in building awareness of the skills and qualifications many migrants possess and the benefits to employers of a culturally diverse workforce. Both of these programs have been subject to review by the State Government. I am pleased to advise, however, that funding under the Specialist Migrant Placement Officer (SMPO) Program has been approved for a 18 month period commencing July 1, 2000. The Rural Information Campaign (RIC) is to be incorporated under the department's Productive Diversity in the Workplace Program with funding available to provide services to Rural NSW.

On another optimistic note, next year the Centre will mark its 20th Anniversary of migrant service delivery and we propose to celebrate in style. From modest, even inauspicious beginnings, the MRC has grown into a well respected dynamic agency offering multifaceted and widening services in a vast catchment area.

To the staff, led for most of this time by Violetta Walsh, thank you for your dedication and commitment. Equally, my gratitude goes to my fellow committee members for their valued contribution in the management of the Centre.

Henry Chan

It is difficult to believe that another year has passed since our last Annual General Meeting. It seems only yesterday that we waited with bated breath to see what the impacts of the YK 2 Bug would be [the YK2 what???

Of course this year we have had to deal with another bogey, the GST. We seem to have spent the first half of the year learning and preparing for it and the rest of the time doing much the same. Of course it's comforting to know we're not alone [and that includes the experts and advisors]

How nice it would be if just for once we had a change-free, time zone, when we could all stop, catch our breath, properly digest policy, re-establish relationships with colleagues state and community based, make and implement coherent and worthwhile plans for service delivery and service development- in other words, consolidate our work in the best interests of our clients.

I am afraid that this year has not been one of those magically "relaxed and comfortable" (to coin a phrase) periods. We have been surrounded by change and rumours of change, reviews, restructuring, sudden and at times inexplicable variations, of funding, submissions lodged, submissions lost, projects coming, projects going. I cannot remember a more confused and unstable public sector, or a more anxious and siege-ridden community sector. The challenge for all of us has been to maintain our focus and our morale in the pursuit of the goal that doesn't change- the provision of the best settlement service that our collective skills, experience and dedication can provide for our refugees and migrants.

The Centre continues to play a key role in representing migrant and ethnic issues of local and state wide policy-making advisory and consultative bodies. The list is impressive in 2000, these have included, on a regular basis:

- Hunter Area Health Service Board and its several multicultural access committees
- Hunter Institute of Technology Council
- Hunter Police Executive Consultative Committee
- Centrelink Area Consultative Forum as well as the Centrelink Multicultural Access Committees
- Department of Community Services C.A.L.D [culturally and linguistically diverse] Advisory Group
- Department of Housing NESB Customer Council
- Ethnic Affairs Commission's EAPS Coordinators Forum
- Department of Education and Training Multicultural Advisory Forum
- Ageing and Disability Department's NESB Advisory Group- as well as numerous additional adhoc committees convened for a specific purpose.

All these involvements allow us excellent opportunities to promote from a very practical grassroots perspective the needs of migrants in the most critical areas of settlement-health, education, accommodation, income support, safety and general welfare. They also serve as very effective means of identifying service gaps in existing provisions, and inadequate policy responses to people of NESB in their integration processes.

These involvements are also the mechanisms by which we are able to contribute to the government's National Integrated Settlement Strategy, which seeks to implement a coordinated of interagency approach to assisting migrants to settle. MRCs are only a very small component of the armoury of services that even the most well prepared migrant will need to adjust to life in a new country.

Of course individual service delivery has continued as the mainstay of our work and this is how people's needs are able to be addressed in a practical local and immediate sense.

Our migration advisory service is perhaps the most demanding in terms of client contact and resources, with our two agents kept extremely busy. I do believe that this has been attributable to a heightened awareness in the community of using only accredited registered agents in seeking advice or assistance with immigration matters. If nothing else immigration is a complex and costly area and people need to be fully informed about their chances and choices. We value the regular field visits provided by Department of Immigration officers from Parramatta – it is not the same as having an office based in Newcastle, but we welcome their expertise and back-up just the same. I must also express here our thanks to Richard Hardy, a lawyer with the Immigration Advice and Rights Centre who weekly volunteers his time and expertise to the service.

The work of other staff is well documented and detailed in this Annual Report and provides an impressive context for the Centre's claim as a multi-faceted and important service provider to NESB individuals and communities in this Region and in centres in the Northwest and North Coast of NSW.

This year the Centre has been successful in gaining the usual crop of short-term project grants for special focus work. The trick with these is to make sure that once they disappear some lasting benefit remains for the community and we believe we have achieved this in respect of all now concluded projects. One of these has been the Citizenship Skills Development project funded by the Commonwealth Federation Fund. While the two pilot courses have successfully concluded, we have retained a very useful kit which has been promoted to local councils outside the Newcastle Electorate with positive results, and we hope to conduct courses in these areas.

The Ethnic Liaison Project is another case in point. This project worked intensively over the year with Newcastle City Council and selected ethnic communities in the LGA to develop better understanding and communication between the two. Workshops and consultations were an important part of the process but equally the language specific resource and information directories that our project collected about the purpose structure and services of local councils.

We are also pleased to report that we have established the first Department of Housing Multicultural Tenants Group in the state, an initiative which will form a unique advocacy body for these customers of the Department under the umbrella of the mainstream group. It is more important than ever that people are empowered to speak up on their own behalf and to participate confidently in affairs affecting their lives.

As we come to the end of a hectic year's operation, I would like to convey my deep appreciation to the Management and staff of the Centre. Has there ever been another management like ours? I think not. Our committee has worked tirelessly in support of the Centre, has shown us true leadership and guidance and we, the staff, feel enormously grateful that they are part of this agency.

To the staff of the Centre, new, longer-term, full-time, part-time, thank you sincerely for the environment of trust and loyalty, dedication and commitment that you have collectively created in this most rewarding workplace.

Violetta Walsh

COMMUNITY PROJECT OFFICER – 2000 – ANNUAL REPORT
(Funded by the Department of Immigration and Multicultural Affairs)

The past year has been a very busy and challenging, but rewarding year. This project continued to provide service to the target group through face to face and telephone immigration advice, as well as assisting in development of community services. Our clients come from 62 different backgrounds and from geographical areas of the Hunter Valley, Mid North Coast, North Coast, Central Coast and North West. This project also provides support and advice to the community at large.

SERVICE DELIVERY

➤ Immigration Information and Advice Service

A total of 361 face to face consultations have been conducted by me during the year and over 1100 telephone consultations. See Fig. 1 and Fig 2 for details.

We also provide an outreach service on a regular basis. This year my outreach face to face service was conducted on Gosford, Singleton, Forster, Coffs Harbour, Woolgoolga and Lismore. Telephone inquiries come from Scone, Muswellbrook, Singleton, Cessnock, Kurri Kurri, Gosford, Wyoming, Wong, Coffs Harbour, Evans Head, Ballina, Port Macquarie, Casino, Armidale, Tamworth, Uralla, Grafton, Koyale.

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

Agent	Face to Face Consultations	Phone Consultations
L. Tantos	253	895
I. Lupish	361	1104
R. Hardy	59	34
TOTAL	673	2033

Fig 2 – Clients come from 62 different backgrounds with the top eight being:

Group	Occasion of Service	Percentage
Filipino	115	17%
Australian	95	14.1%
Russian	79	11.7%
Chinese	61	9%
Macedonian	37	5.2%
Ukrainian	30	5.4%
Bosnian	26	3.8%
Thai	24	3.5%

➤ Cross-Cultural Training

Cross-cultural training this year was provided by me to the University of Newcastle students, Muslim Women's Association, Toronto Polyclinic, Social Workers at the John Hunter Hospital.

Austcare Refugee Week Celebration

This year celebrations were conducted in conjunction with the Newcastle Fiesta. We have received a very good coverage in the Herald and the Post, raising awareness on the needs of refugees.

➤ **John Hunter Hospital Multicultural Health Week Celebration**

In partnership with other agencies and the Migrant Health Unit, we had a very successful week, with displays of promotional material at the hospital. Providing information to the staff of the Hospital and the patients.

SERVICE AND COMMUNITY DEVELOPMENT

➤ **Outreach Service Development**

During the course of my work this year I have visited 4 Local Government Councils and 8 non-government agencies. They were: Lake Macquarie Council, Woodrising Neighbourhood Centre, West Lakes Family Support Service, Maitland Council, East Maitland Family Support Services, Maitland Community Centre, Port Stephens Council, Raymond Terrace Family Support Service, Tomaree Neighbourhood Centre, Singleton Council, Singleton Family Support Service and Singleton Neighbourhood Centre. These services were visited to promote our Centre, establish partnership and encourage areas of the Hunter.

➤ Support of Government and non-Government Agencies

Throughout the year this project also supported the following organisations:

Dept of School Education	Dept of Community Services
Energy Australia	Centrelink Area Consultative Group
Aged Care Service	DOCS Disaster Welfare Committee
Austcare	Centrelink Migrant Forum
Lake Macquarie Council	Family First Ethnic Working Group
Regional International Year of Volunteers	Drug & Alcohol Service for Youth
Violence Against Women Working Group	Hunter Women's Health Centre
University of Newcastle Law School	Department of Housing

Other involvement during 2000

✓	Producing MRC's Newsletter – Ethnic Link
✓	Provide clerical support of this project
✓	Supervise Law students from the University of Newcastle Law School
✓	Facilitating Newcastle Migrant Intergency
✓	Facilitating Hunter Refugee Network
✓	Attending Staff and Management Committee meetings
✓	Organised information session – two
✓	Attended 3 consultations – Aged Care Consultation, Refugee Health Consultation and Area Assistance Scheme Consultation

In conclusion, I would like to thank the staff and the Management Committee for their support of this project throughout 2000.

Irina Lupish

COMMUNITY SETTLEMENT SERVICES SCHEME – LEVEL 3

(Funded by the Department of Immigration & Multicultural Affairs)

INTRODUCTION

The CSS level 3 project's continued focus has been to support the Rural Settlement Work of the Department of Immigration and Multicultural Affairs (DIMA) and especially to support the rural based CSS projects. The rural CSS projects are generally half grants and work out of neighbourhood and community centres or as in the case of the Multicultural Access Resource Service project at Coffs Harbour, a community migrant centre. Currently there are seven rural CSS projects in operation and they are found across the MRC's rural area of responsibility. Two new CSS projects are being established at Wingham and Dubbo as part of this years round of funding.

Table 1 indicates both the visits to the various Centres and the telephone support given, As can be seen the support pattern varied depending on the project and issues that the project experienced throughout the year. For example, the project at Wyoming saw a change of personnel with a locum in place for the first two months and the last month of the first year of this project. This change required the MRC CSS project to provide a higher level of support and thus more contact. Other requirements of the other projects varied in a similar way to Wyoming.

TABLE 1: SUPPORT GIVEN TO RURAL BASED CSS PROJECTS.

Name of CSS Project	Visits	Telephone Support
Bathurst	3	42
Coffs Harbour	5	89
Lightning Ridge	1	44
Lismore	3	55
Newcastle Outreach	5	45
Woolgoolga	4	52
Wyoming	8	66
Manning Valley	2	8
Dubbo	1	5
Other CSS	-	24

The MRC CSS project uses a range of strategies to support rural settlement and this year much emphasis has been on raising awareness of what is happening in other regions between regions. The five migrant interagency exist on the coast – the North coast multicultural workers network, the Mid north coast migrant network, the Newcastle migrant interagency, the Central coast migrant interagency and the Hunter Rural migrant network - have been focus of this process. Issues raised at one interagency are often similar to those experienced in the other areas. For example, Health issues have been of central concern to both the Mid north coast and the Central coast bodies, education issues such as ongoing language needs of children have been important to both the North Coast

and the Central Coast while expanding SBS has been raised at the Newcastle Migrant Interagency and the North coast network.

The value of the interagency approach can be seen to be important to other work of the CSS project. This has involved working with a range of government and non government planning groups to promote access to their services or to ensure that issues of migrants in rural areas are not overlooked. Some of these are shown in Table 2.

TABLE 2: WORK WITH GOVERNMENT AND NON GOVERNMENT PLANNING GROUPS

Name of Organization	Issues Raised	Name of Organization	Issues Raised
DIMA	TIS, funded programs, servicing the aged, youth, problems with the 1300 number, the impact of correctional service institutions on the MRC's migration work.	Centrelink	The loss of MSOs internal migration and the loss of benefits, improving feedback to customers, better use of migrant forums.
Department of Community Services (DoCS)	The importance of CLAS as language support in rural areas, the value of migrant advisory committees to Area services, evaluating the state EAPS.	Ageing and Disability Department (ADD)	The better use of HACC services for frail aged people in regional and rural NSW, ensuring the EAPS plan incorporates rural issues.
Local Government	Input to Council social strategy plans, facilitate cultural awareness training for staff, interpreting issues.	Transcultural I Aged Care Service	Development of better training for nursing home staff, issues affecting nursing homes in the Hunter, development of aged services at Lightning Ridge.

The CSS project also worked with a wide range of other services, conducted groups and assisted many individuals. 172 clients were assisted with women out numbering men. General settlement information was the main issue for the client group. Group work covered 141 group sessions with again most dealing with settlement information.

A final achievement of the CSS project was to develop and conduct the annual conference for CSS rural workers. This was a very successful and attended event.

Alex Burns

General Client Services

During this year the project continued to undertake casework, group work and outreach services.

A majority of the client group were women, 75% out of the total client group of 946. 160 were new clients, and 330 clients (35%) have been in Australia for less than 2 years. The greatest number of clients assisted were those between 25<55 years of age.

Figure1

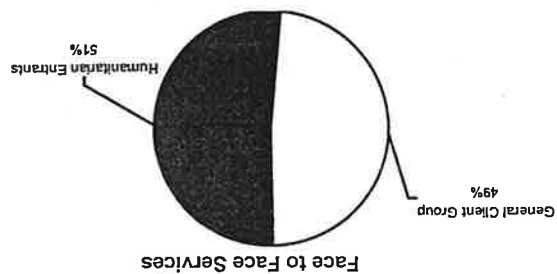


Figure 1 shows number of humanitarian entrants as a proportion of the total client load. As can be seen humanitarian entrants were the significant recipients 479 (51%) of the service.

Figure2

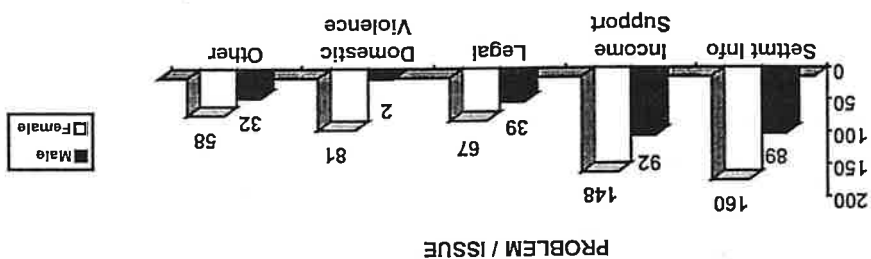


Figure 2, shows presenting problems by gender. The major presenting problem was settlement information 249 (24%). This was followed by Income support 240 (23%), and legal issues 106 (10%). Domestic violence and "other" comprised (5%) of the services. Domestic Violence support was provided mostly to women as shown above. The largest ethnic group seeking assistance was from Bosnia and Herzegovina, or 320(34%) out of the total caseload, followed by Serbians, Croatians, Thai, Macedonians, Malaysians, and people from Chinese background. The remainder comprised of 27 different backgrounds and truly represents multicultural casework.

Outreach Services

Weekly casework outreach services were provided to migrants in two regional locations. These locations were at Singleton each Friday and Edgeworth each Tuesday. The aim of these services is to reach those people where support services are difficult to access or they face additional settlement problems because of poor English proficiency, age, and lack of family / social support networks. About a third of all the project's clients, or 290 out of the 946 clients, are the result of the Outreach services.

From February 2001 the outreach locations will change. The service to Singleton will be on a whole day basis and be available every second week. The alternate Friday service will be located at Cessnock. On Tuesdays the service to Edgeworth will be relocated to Raymond Terrace.

Group Services

Since last year 26 information/social sessions were organised for the general community and specific support groups, like the newly formed Thai women's group and the Multicultural women's support group. These sessions were held in Newcastle, Maitland, Singleton and Edgeworth. Guest speakers are invited to provide information on Settlement services, Income support, Employment and Training, Domestic Violence, as well as other topics of interest. My involvement with MRC Multicultural women's group has now finished as part of the new work plan requirements. As mentioned before I have established a new group in Edgeworth for the Thai community to provide social and a friendly setting. This allows Thai background people to feel comfortable and meet other Thai people, make friendships and have social support. This group is always well attended. Recently members of the group completed a four weeks "Life experience counts" course organised in partnership with the WEA.

Other information sharing and networking have occurred through participation in Lake Macquarie and Port Stephens inter-agencies, Department of Community services Culturally and Linguistically Diverse meetings, Centrelink MAC forums, Hunter Refugee Network meetings, Hunter Rural Workers Network, and other community activities.

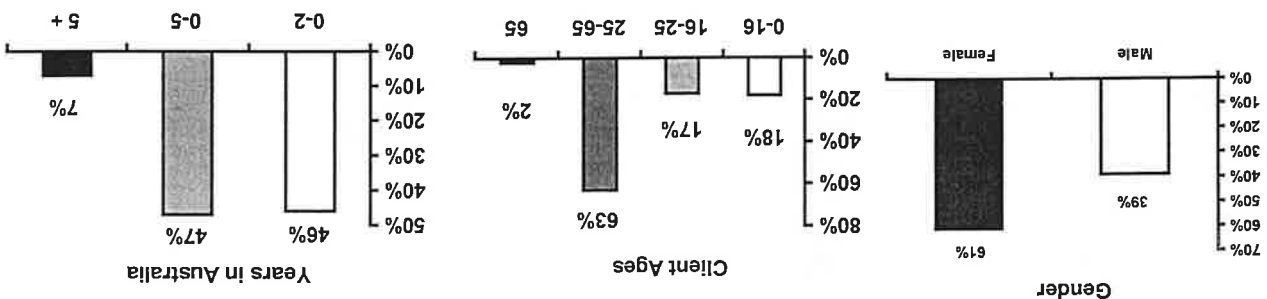
Many thanks to the Management committee and all MRC staff for their support throughout the year.

Miza Torlakovic

Focus (I) Welfare – 3 days /week

In the year 1 October 1999 to 30 September 2000, I worked with 96 clients, of whom 36 were new referrals. The main issues were housing, settlement information, and income support, with health and mental health needs, and assistance with citizenship applications also significant. The majority of humanitarian entrant clients continued to be from Bosnia-Herzegovina, Serbia and Croatia, although the numbers of new arrivals from those countries has considerably declined since mid 1999. There was also a group of Somali and Sudanese women from the Central Coast, who participated in a Families In Cultural Transition course facilitated by myself and STARTTS workers.

Client Profiles (in percentages)



MRC Refugee Housing Project
The two town houses have been tenanted continuously, with one family moving out into their own home, and another into a Newmacq house, and two families from the former Yugoslavia moving in. One of the new families is sponsored by the generalist CRSS group, and the group has added curtains and extra towel rails to the houses, with the MRC meeting the costs.

Community Refugee Settlement Scheme (CRSS)

The only current active group is the Newcastle District CRSS Group. This group has recently settled two families, and continues to maintain contact with the other families they have settled. They need new members if they are to support new families, and there have been 5 expressions of interest following Refugee Week publicity.

Refugee Week

Refugee Week was celebrated in October, with participation in a mini parade and street stall as part of Fiesta celebrations. There was excellent media coverage with a 3 page feature in the Newcastle Herald Weekend Magazine, an article with photographs in the Star, and an interview on the ABC 2NC.

It has been an unsettling year, with the proposed demise of the Humanitarian Entrant position and introduction of the Integrated Humanitarian Settlement Strategy being postponed from 1 July to 1 October, to 1 December, and now to 1 February 2001. However, I am very grateful for the on-going support of a wonderful staff, and in particular, Violetta and my co-worker, Cathy Johnston.

Focus (ii) Employment – 2 days / week

From 1 October 1999 to 31 July 2000, I provided a case management service to 33 clients. Client numbers were lower than in 1999 as I was on leave for 10 weeks: 16 March – 22 May and my position finished at the end of July. The majority of services were related to job-search: in particular liaising with employers when clients had been successful in gaining an interview, but did not gain the position. Compiling resumes and job application letters were the other major activities. Other services were related to training and information sessions and attendees included humanitarian entrants' service providers, community groups, service clubs, volunteers and job-seekers.

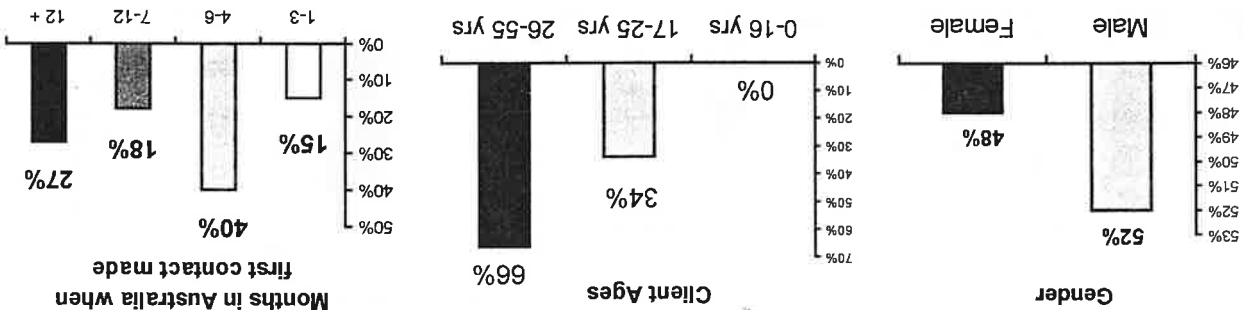
1.

Service Provision

Bosnia and Croatia were the major countries of origin for clients. Most clients came from the Newcastle LGA. Referrals to the service came from the Bosnian community, self-referrals or TAFE. Few clients were co-managed with other service providers.

2.

Client Profiles (in percentages)



3.

Group Sessions

Information sessions have been given to clients at TAFE and service providers in Singleton, Newcastle and Maitland.

4.

Community Networks Served

Hunter Refugee Support, Central Coast Migrant Interagency, Humanitarian Entrant Workers' Forum, Convenor of HAM ECC (Hunter Adult Migrant Education Co-ordinating Committee)

5.

Major Features

- Conversation classes held in January 2000 saw the genesis of the "Hunter Walkabout" orientation game. This has been a collaborative effort by many of the HAM ECC members and the Graphic Design students at TAFE are developing a prototype. Funding has been applied for through AAS and hopefully 15 games can be produced by a local graphic designer, to be distributed appropriately.
- Liaison has been maintained with Job Network providers, with information sessions on productive diversity and cultural awareness given.
- Client numbers have been declining because of reduced referrals from DIMA and the perception that employment opportunities are very limited in this area.
- An information session with the Serbian community was held for the first time.
- Employment success stories have been profiled locally – 2 in the Newcastle Herald and subsequently on the MRC website, the third in publicity for the Rural Information Campaign.

Thank you to all staff who have assisted me during my 4 1/2 years as a Humanitarian Entrant Worker. Particular thanks go to Violetta, who has always been so supportive of the needs of Humanitarian Entrants in this region and Pat Diring, with whom it has been a great pleasure to work.

Cathy Johnston

MULTICULTURAL FAMILY SUPPORT WORKER

ANNUAL REPORT 2000

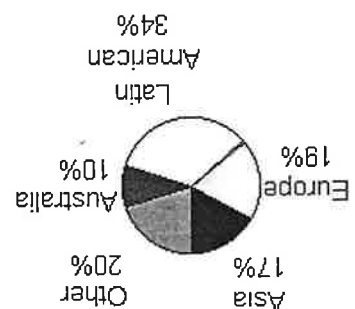
Funded by Department of Community Services

This year assistance was provided to 194 people from 37 different ethnic backgrounds. About 50 people were assisted only once while most of the remaining were seen on an ongoing basis.

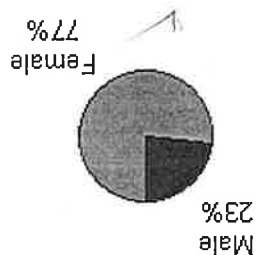
A total of 112 new referrals were received from family, friends and a number of agencies such as the Department of Community Services, Centrelink, John Hunter Hospital, Domestic Violence Court Support Assistance Scheme, Neighbourhood Centres, Women's Refuges, Police, Newcastle Court, The Smith Family and other welfare agencies.

CLIENT PROFILE:

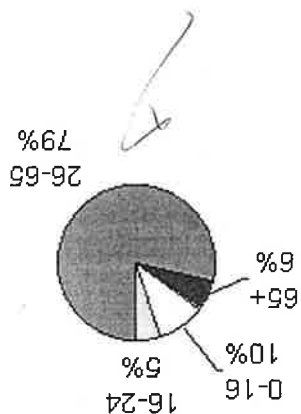
ETHNIC BACKGROUND



GENDER



AGE



CLIENT NEEDS:

The following table shows the issues presented by the charts.

Problem/Issue	No. Of Instances	Problem/Issue	No. Of Instances
Family/Parenting	181	Immigration	49
Isolation	78	Legal	41
Domestic Violence	73	Language	38
Health	65	Income Support	33
Housing	52	Other	99
Employment/Education	52	TOTAL	761

Other includes settlement information, relationship conflict, grief and loss, harassment, assault, child abuse, missing persons, information regarding cultural and community groups, and problems with Optus, Telstra and other companies.

SERVICES PROVIDED:

A wide ranges of services were provided to clients. These included information (204), counselling (212), referrals (90), mediation (73), general support (52), court support (28), home visits (26), advocacy (26), consultancy (26), filling out forms (24).

MULTICULTURAL WOMEN'S SUPPORT GROUP (MWSG):

The Multicultural Women's Support Group continues to provide education, information, support and friendship to women from a diversity of ethnic backgrounds. During this year the group had cooking demonstrations of Sudanese, Fijian, Macedonian and Chinese food. Also representatives of Relationships Australia and Alternative to Violence Project were invited to run workshops for the group. These workshops were aimed at combating violence and working out better ways to discipline children. The MWSG had a very good attendance rate this year with an average of about 15 women per meeting .

NETWORK:

The following meetings were attended on a regular basis: MRC Staff meetings, Case Worker's meetings, WallSEND Welfare Network Support meetings, Domestic Violence Court Support Scheme meetings, CALD-DOCS Advisory Committee meetings and Centrelink Migrant Forums. Other meetings attended included Newcastle City Council Consultation, Department of Housing NESB Forum, Multicultural Health Week Forum, NESB Tenants Group Information Session, Launch of Fiesta 2000 and Families First Working Party meeting.

TRAINING:

Training was undertaken in the following area of Family Support:

- Counselling Skills
- Domestic Violence (Hunter Health Core Training)
- Domestic Violence Court Assistance (Advance Training)
- Suicide Prevention
- Computer
- Hepatitis C
- Transcultural Mental Health

CONCLUSION:

This year's report comprises work done only during nine months as I was away for the remaining three. Thanks to the Management Committee members for their support and to the MRC staff for being such a nice team to work with.

MARCELA SUTCLIFFE

2000 Annual Report Filipino Welfare Service Funded by the Department of Community Services

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;
- ❖ Problems arising from social and geographical isolation;
- ❖ Unemployment and poverty, especially sole parent families;
- ❖ Escalation of domestic violence in cross-cultural marriages;
- ❖ Immigration matters and
- ❖ 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 in cross-cultural marriages. Services I have provided during the year included the following:

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

Services as outlined were provided for Filipinos both at the centre and on an outreach basis. While Filipino settlement, especially that related to women who came as brides or spouses of Australians is scattered throughout the region, densest settlement has nonetheless occurred in the lower Hunter areas.

Individual casework for a wide variety of reasons was undertaken in respect of clients. As listed:

Presenting Problems / Issues		Number of Instances
Presented Problems	Face to Face	Telephone
Immigration & Citizenship	110	128
Income Support & Finances	176	125
Employment	111	85
Education & Training	126	90
Learning English	25	30

(Con't) Presenting Problems /Issues			Number of Instances
Accommodation & Housing	149	95	
Health	82	96	
Mental Health	45	69	
Childcare	57	65	
Aged Care	71	66	
Youth Issues	72	74	
Domestic Violence	121	141	
Legal	120	118	
Police	29	60	
Settlement /Information & Referral	182	327	
Family & Parenting	227	249	
Other	328	338	
Total	2031	2156	

Other include language difficulties, supporting letters, filling up forms, interpreting, translations, taxation, electricity and telephone bills, harassment, discrimination, overseas-gained qualifications, social/ emotional, relationship conflict outside of marriage, travel offences, infringement notices, death/bereavement, separation/divorce, passport renewals, statutory declarations, gambling problems, trauma, student enquiries on issues regarding cross-cultural marriages, problems with employer, compensation

Outreach Work

During the year, I have maintained a fairly regular contact with the Filipinos in the Mid and Upper Hunter via telephone and home visits, as required on a strict needs basis. Taree and Forster were visited once and met some Filipinos and home visited clients in the area. Together with some colleagues, I have attended the Community Services Expo in Broke. In October, I organized an Information Session for Filipinos in Singleton and surrounding areas with speakers from Centrelink, Women's Refuge Centre and Neighbourhood Centre. Likewise, in conjunction with Singleton's Neighbourhood Centre, I have organized the participation of the Filipino Choir of Newcastle in the parade and performance during the Festival of Wine and Roses in Singleton.

Community Development

For the Filipinos in Newcastle, I have organized the following:
 Centrelink Information Session (2x), Aged Care Assessment Team (ACAT) Information Session and Return to Work Programme (Employment and Training Opportunities).
Other Activities (Trainings, Seminars / Workshops, Conferences, Meetings):
 Families First Workshops, DV Core Training, Trans-Cultural Mental Health Conference on Suicide Prevention on Immigrant Population Across Australia, DV Court Support Workers Training, Hep C Awareness Campaign Workshop, Department of Housing Information Session, DIMA Consultation, Hunter Ethnic Choral Society Concert, Computer Training, TAFE Information Session, Disaster Welfare Information Session, Migrant Health Week, Hamilton Fiesta (Filipino Choir), NESB Tenancy Group Meetings, CALD Advisory Group, Centrelink's Migrant Forum, Filipino Fiesta, MRC's Caseworkers and Staff Meetings, Port Stephen Sub-Committee for Olympics Torch Celebrations, Annual Conference of Filipino International.
 Altogether, I have had a hectic year. My warm thanks go to my colleagues at the MRC for their encouragement and support. Thank you too, to the MRC Management Committee for their most valued support to the Filipino Welfare Project.

Pet M. C. Kelly

The Rural Information Campaign (North-West Region), funded by the Department of Education and Training continued in its original format for this year – 24 hours per week, with an assistant for 2 days per week. The new assistant, Karen O'Connor, started in January and also acted in the Project Officer position for 10 weeks. She provided excellent support and very capably filled in during RIO's absence. Due to the uncertainty of continued funding, Karen took a position elsewhere in August and since then, RIO has provided most of the administrative support to the program. The program has developed and expanded upon a number of initiatives in the past 12 months. In brief, they include the following:

- ♦ An employer breakfast, "Diversity Dividends" was held in *Newcastle* in March, with the focus on a major local employer and their emphasis on providing appropriate services to staff and customers.
- ♦ Regional Productive Diversity Network meetings held regularly: February-*Central Coast*; March-*Newcastle*; May-*Coffs Harbour*; June-*Orange*
- ♦ Small Business Seminars for Migrants substituted for regular Network meetings: July-*Newcastle*; August-*Gosford*; October-*Bathurst*; October-*Coffs Harbour*.
- ♦ Productive Diversity identified as an important element of *Newcastle* and Lake Macquarie Councils' EAPS strategies.
- ♦ Ethno-specific food project identified in *Hunter* region – proposed and submitted to the local Area Consultative Committee. Project approved by State and Regional Development and the Regional Assistance Program – consultations to begin during *November 2000*.
- ♦ Regional Aged Care Consultant position established through *Coffs Harbour* Council. Due to representations by RIO, the resources and requirements of multicultural residents in the area will be considered at every stage of planning and development. These will include second language skills, design qualifications and experience from overseas, cultural expertise and community knowledge
- ♦ "Good News" stories have been an ongoing activity in the program – information has been published in local papers, included on the website and more will be collated for a regional newsletter to be distributed by the end of the year.
- ♦ Presentations have been made to Job Network providers – in *Bathurst*, *Mailand* and *Newcastle* on migrant employment issues, in particular on the niche skills and connections jobseekers bring to their agencies.

TRAINING

- ⇒ **Computer Training** – Provided by WEA, with instructions on file management, use of the internet and sending email
- ⇒ **PowerPoint Presentations** – Conducted in October/November by WEA. Nine hours ensured that future presentations will be completely professional and provide current information as effectively as possible.

⇒ **Personal Effectiveness in Diversity Training** – Managed by ICDR (Australia) and funded by DIMA. The Productive Diversity consultant with ABL developed and held a 12-week program, consisting of one-hourly coaching sessions per week, bookended by 2 – 1-day workshops for all participants. This was a very innovative approach to personal coaching – the research results will be presented at the national Diversity Conference in Sydney in December 2000.

Thank you to all the staff at the Centre for their help throughout the year, especially the wonderful people at the front counter, who set the tone by their kindness and patience with clients and their generous assistance to staff.

Cathy Johnston
Rural Information Campaign

SPECIALIST MIGRANT PLACEMENT OFFICER

Funded by the Migrant Skills & Qualifications Service, DET.

ANNUAL REPORT 2000

Key Performance Indicators		
	Jan - June	July - Nov
Clients achieving full-time employment	9	2
Clients achieving temporary or part-time employment	18	2
Clients enrolled in long term training	7	2
Clients enrolled in short term training	26	8
Clients placed in work experience	12	5
Clients assisted	119	36

CHANGE IN SMPO GUIDELINES

This past year has finally seen the outcome of the Department of Education's reassessment of the Specialist Migrant Placement Officer Program. The Department has decided to focus more narrowly on the needs of newly arrived skilled migrants, to secure them employment using the qualifications and skills they have brought with them to Australia. This has resulted in the introduction of major changes that have had a profound affect on clients and the ability of the Migrant Resource Centre to service them. Even those who are eligible for SMPO services cannot be assisted unless they are seeking work related to their skills and experience. While for the majority of eligible clients this is not a problem, a good number of clients are prepared to do any kind of work initially while they are undertaking bridging courses or improving their language skills. It is no longer the role of the SMPO to assist clients in this way.

ELIGIBILITY

From July 2000 the SMPO is now restricted to working only with people who meet the following eligibility criteria:

- From non-English speaking background
- Permanent resident or on spouse visa
- Resident in Australia less than 5 years
- Not eligible for Job Network Jobsearch Training or Intensive Assistance
- Possess qualifications and / or work experience of at least one year in the last 5

These restrictions have resulted in a substantial decline in the numbers of clients serviced, as the above figures demonstrate.

ISSUES RELEVANT TO NEW SMPO GUIDELINES

- **Inadequate or inappropriate service available for clients ineligible for SMPO services.** Those who do not meet the eligibility criteria are referred to other agencies that do not specialise in assisting people of non-English speaking background.
- **Absence of alternative services for some job seekers.** Some are left without any assistance whatsoever. An example is young brides whose husbands are employed and who have not worked or studied in their home country. In fact any young migrant – not refugee – who has not completed tertiary qualifications or worked in their country of origin is ineligible for any assistance at all in their job search or career goal setting.

- **Ineligibility of clients who are in receipt of Jobsearch Training or Intensive Jobsearch Assistance.** I have had clients insist that they would prefer to work with me than with the Job Network and I believe they should be able to have a choice.
- **Affect on regional NSW.** Clients outside Sydney are especially disadvantaged because of an absence of specialist NESB job network providers. Due to the relatively small percentage of NESB clients, mainstream Job Network providers are hard pressed to gain a proper understanding of this client group's needs or to gain any real expertise in providing assistance such as qualifications recognition or cross-cultural communication. Consequently their services are inadequate to say the least. Consideration needs to be made towards enhancing migrant and refugee access to SMPO services in regional areas or to providing some specialist service within the Job Network.

IMPROVEMENTS UNDER THE NEW GUIDELINES

I am happy to report that the changes are not all bad news. The Department of Education has over the past year, taken some substantial steps towards greater commitment to and support for the Specialist Migrant Placement Program. These cover areas that I identified when commencing in the position in 1997 as priorities and have lobbied with other SMPOs continuously since then to achieve. Most important are:

- Establishment of a uniform database enabling electronic forwarding of reports
- Provision of induction and ongoing formal training for SMPOs
- Provision of Department produced marketing brochures directed to job seekers and employers.

I also wish to note that the decrease in numbers of clients does have the positive effect of enabling the SMPO to spend more time with individual clients thus facilitating excellent

this is my client me every week A qualified Navid persisted search activities with a very Sanitarium Foods example of excellent one for



After four action packed years am taking my leave. I have from my time here than I have contributed, but I am happy in the knowledge that I have played some small role in making life better for a number of clients. In return I have many wonderful memories, many exceptional friends and a dollop more wisdom. My sincere thanks to the committee, my colleagues, my clients, the communities – oh oh, I have a feeling I've forgotten someone - oh yes, of course, - the Coordinator—you may be sure your reputation(s) will be enhanced wherever I go.

FAREWELL

Navid Moheimani who visited between June and November. micro-biologist from Iran, until his successful placement on the Central Coast. Navid's *patient persistence* is an all new residents to follow.

MARY BRAMBLE

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

This year the MRC CVS celebrated its 7th Anniversary and this is all thanks to a handful of hardworking Volunteers. Without them a group of elderly residents in nursing homes and hostels in the lower Hunter, who through limited family and social contact would be spending their last years as very lonely and isolated people.

The table below outlines the number of visits conducted over the year by our Volunteers. The Community Visitor Scheme allocates to each Visitor one or two residents who meet the criteria to receive a Visitor. However, in some nursing homes there will be several other residents from the Visitor's own language background, or who was known to the Visitor through their shared migration experience to Australia. Some of our Visitors will also spend time with these residents during their visits.

As can be seen from the table both Max Kolbe and Tinonee Gardens had most visits. The large number of residents at the two Centres clearly was responsible for these visits. At Woodland one of our Visitors lived close to the nursing home and as there was a high need for visits for the residents the volunteer visited often. A large number of visits were also made to Garden Suburb. This was again because of the high need, especially of one of the residents. Unfortunately one of the residents has since died.

**TABLE 1: VISITS TO NURSING HOMES AND HOSTELS BY THE
MIGRANT RESOURCE CENTRE'S COMMUNITY VISITORS.**

Nursing Homes/Hostels	No of Residents	Visits Made	Information	Nursing Homes/Hostels	No of Residents	Visits Made	Information
Allandale	1	7	Too far for Visitor	Max Kolbe	18	154	
Courtman Hall	1	23		Ca Brown	3	26	One resident passed away
Garden Suburb	2	52	One resident passed away	Oban	2	14	Resident passed away and one transferred
Kara	1	25		Narla	1	2	Started Visiting in June
Wescott	1	31		St. Francis	1	6	Started Visiting in March
Tinonee Gardens	12	116		Amaroo	1	5	Started Visiting in May
Woodlands	2	86		Jenny Macleod	2	15	Residents transferred
WallSEND	1	30		St Joseph	2	8	One resident passed away and one resident transferred
Hawkins Village	3	25		Redhead	1	3	New Visitor, started in June
Toronto	1	18					
Betheden	1	37		TOTAL	57	683	

Several other achievements occurred this year. One of these was a survey, which was conducted on all nursing homes and hostels across the lower Hunter. The findings have been tabulated and show that 30 percent of the 78 surveys sent out were returned. 3 of these were nil returns with the other 21 nursing homes having total of 99 NESB residents between them. Tinonee Gardens had the largest number of Migrant Residents, 43, with 13 of these residents being of Italian origin. The largest groups found in the nursing home system found by the survey were of Italian, German, Polish and Dutch background. These groups accounted for 65.4 percent of all residents.

Another achievement was to obtain a Visitor of Czech background for a resident in one of the nursing homes. As would be known the Czech community is one of our most aged groups in the Hunter and obtaining a Visitor from this group became a major task for the Visitors Scheme this year. Fortunately, with the assistance of the Czech community of NSW we were able to find a local resident who has since become a Visitor and thus we have been able to provide support to the resident.

Finally, it was with sadness that we noted the death of one of our local community, Stan Andrijanic. Mr Andrijanic was a stalwart in the community where he provided a strong welfare support to his Serbian people. He was also one of our first Community Visitors and he also became one of the residents that we visited. May he rest in peace. Altogether it has been a busy year for the Scheme.

Ann Dupree

Hunter Region Circuit Breaker

Newcastle & District PCYC
Young & Melbourne Roads
Broadmeadow 2292

Telephone: 0249 623742
Fax: 0249 695441

Hunter Region Circuit Breaker is funded by the New South Wales State Government overseen by the Department of Education and Training. It is sponsored in the Hunter by the Migrant Resource Centre of Newcastle and Hunter Region Limited and the Newcastle Police and Community Youth Club.

Circuit Breaker is a voluntary after school programme which is run for non English speaking background (NESB) youth in years 9 to 12 in local high schools. Circuit Breaker provides assistance for young non English speaking background people in the areas of Literacy, Numeracy, Personal Development, Self Esteem, Study Skills and Job Search Skills.

Students are referred by interested agencies, their high school or by self referral and attend 2 afternoons per week between 4pm and 6pm with sessions being held at the Newcastle Police Community Youth Club. The programme runs for a period of between 6 and 12 months. As well as the subject areas mentioned above, the programme includes community visits, arts and crafts workshops, labour market workshops, social activities such as family picnics, wall climbing, tennis, bowling, roller skating and a camp which is held at Camp Mackay at Kurrajong. Clients are encouraged to participate in the activities that are available at the Hamilton Fiesta, various local multicultural groups, classes in their first language and wider based activities such as the Youth Week Forum, school activities and local sporting activities.

In June, 2000 a graduation ceremony was held to mark the graduation of 22 students from Project 9. The Graduation ceremony was well attended by clients, families and friends. A good representation of local politicians, school officials, principals and teachers also attended. Each of the graduates received their Circuit Breaker Certificate of Achievement as well as any of the additional Certificates they may have earned in computer skills or first aid from our local member of parliament, Mr Richard Face. Three very outstanding clients received a special certificate for Attendance, Attitude and Commitment. A large number of local High Schools and a wide range of Ethnic backgrounds were represented in the Project. The evening's programme concluded with a song, which was presented by the graduates of the project. The evening finished with graduates and their guests joining in the supper, which was kindly prepared by the parents of member of the PCYC Brass Band.

The tenth Circuit Breaker project is now operating in the Hunter and has been funded to operate for a period of six months from July, 2000 to December, 2000 with the smaller number of 23 participants. Successful participants will graduate in December, in a special ceremony to be held at the Police & Community Youth Club, Broadmeadow. This six month period has been introduced to permit future programmes to run throughout the school year and not the financial year. New guidelines have been issued for programmes to be conducted in the new year and these new guidelines will see a smaller number of schools involved in a more intense programme.

Currently, I am conducting my sixth project as Course Co-ordinator and am happy to once again be working with a wonderful group of young people (one wonderful young gentleman, is the third member of a family that I have had the honour of being associated with since my first project). Recruitment for Project 10 commenced in June, 2000 and afternoon sessions commenced in mid August. We have had new challenges to meet this project, as many participants are very new to Australia. It has been a wonderful experience to work with so many people in this situation and watch their skills develop by the week.

The present group of young people is showing signs of increasing confidence, ability, self esteem and commitment to the Project. We still have some more work to do, but are confident that this group of young people will uphold the good name of Circuit Breaker.

It is a good reflection on the programme, the project workers, our sponsors and the local community, that many young people still come to the PCYC to visit and let me know what they are doing by way of work, study (and sometimes their love life) these days, others will ring me and report on their progress and still others take time to come over and see me when I am out and about in Newcastle and surrounds

Once again we look forward to continuing the partnership which has been established between Circuit Breaker and our sponsors the MRC and the PCYC.

(Mrs) Christina Byme
Course Coordinator

CENTRE'S USAGE

Baha'i Community of Newcastle
 Bosnian Community of Newcastle
 Estonian Community of Newcastle
 Filipino Senior Citizens Group
 Filipino Women's Group
 French Association of Newcastle
 Greek Macedonian of Newcastle (Pavlos Melas)
 Hungarian Association
 Latvian Community of Newcastle
 Lettesi Group
 Macedonian Brotherhood
 Macedonian Youth Group
 Samoan Catholic Community Choir
 Samoan Women's Group
 School of Philippines Studies
 Slovene Association of Newcastle
 Tongan Women's Group
 Tongan Community Choir
 Spanish Speaking Dance Group "Tonatiuh"
 Tamil School

In addition the following multicultural groups have been accommodated
 International Choir
 Multicultural Women's Support Group
 Families in Cultural Transition
 Hamilton Multicultural Walkers Group
 Newcastle & Hunter Ethnic Choral Society
 South Pacific Islander Culture in Education (SPICE) Group
 Home and Community Care

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

Amenity International
 Centrelink Multicultural Access Forum
 Community Options NESB Committee
 Circuit Breaker Advisory Committee
 Citizenship Skills Project
 DOCS Culturally and Linguistically Diversity (CALD) Committee
 Employment Opportunities
 Fair Wear Committee
 Hunter Community Council
 Hunter Adult Migrant Education Coordinating Committee
 Pacific Islander Welfare Project Committee
 TACS Committee
 United Nations Association
 Hunter Ethnic Parents Teachers Association Community Languages
 Hunter NESB Disability Working Party
 Refugee Orientation Program Working Party

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

ANNUAL FINANCIAL REPORT

FOR THE YEAR ENDED

30 JUNE 2000

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

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2000

The Directors present their report together with the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Limited for the year ended 30 June 2000 and the independent auditors' report thereon.

Directors

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

Chairman	Henry Chan	Member of Newcastle and Hunter Valley Chinese Association / Financial Advisor	12
Director	Trudy Mills Evers	Director of Migrant Health Service	15
Director	Bill Simanowsky	Ukrainian Community Representative	11
Director	Ivan Klopčic	President of Slovenian Association	4
Director	Alina Kizeweter	President of Polish Association	9
Director	Zoran Vasiljevic	Bosnian Community Representative	5
Director	Sania Young	Tartar Community Representative	2
Director	Melanie Larsen	Filipino Community Representative	5
Director	Traje Trajanovski	Macedonian Community Representative	5
Director	Fr Nicholas Zervas	Greek Community Representative	1

Directors' Meetings

The number of directors' meetings and number of meetings attended by each of the directors of the company during the financial year are:-

No. of Meetings held*	No. of Meetings Attended	Apologies
12	12	-
12	5	4
12	12	-
12	11	1
12	11	1
12	8	3
6	3	3
12	12	-
12	7	1
6	5	1
12	3	1
7	6	-

* Meetings held whilst a director

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2000

Principal Activities

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

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

Indemnification of Officers

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

"Every member of the Management Committee, auditor, secretary and other officer for the time being of the Centre shall be indemnified out of the assets of the Centre against any liability arising out of the execution of the duties of his or her office which is incurred by him or her in defending any proceedings, whether civil or criminal, in which judgment is given in his or her favour or in which he or she is acquitted or in connection with any application 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".

Review and results of operations

The operating surplus amounted to \$18,946 (1999: \$88,776).

The significant decrease in the operating surplus for 1999 is as a result of the inclusion of funds distributed from the Employment Service Regulatory Authority Project in the 1999 result.

State of Affairs

In the opinion of the Directors there were no significant changes in the state of affairs of the company that occurred during the financial year under review.

Events Subsequent to Balance Date

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

Likely Developments

It is not foreseen that the company will undertake any change in its general direction during the coming financial year. The company will continue to pursue its activities as detailed earlier in the report for the benefit of the community.

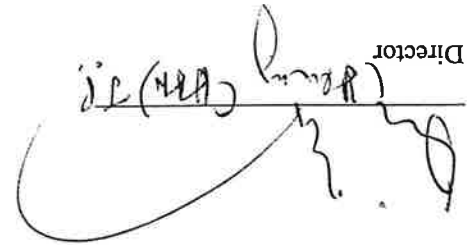
**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER REGION
LIMITED (A COMPANY LIMITED BY GUARANTEE)
A.C.N. 002 898 759**

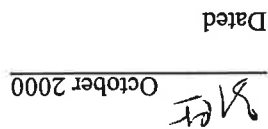
DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2000

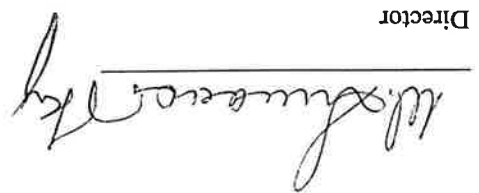
Directors' Benefits

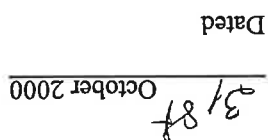
Since the end of the previous financial year no Director of the company has received or become entitled to receive any benefit (other than a benefit included in the aggregate amount of remuneration received or due and receivable by Directors shown in the financial statements, or the fixed salary of a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

Signed in accordance with a resolution of the Directors:


Director


Dated 31st October 2000


Director


Dated 31st October 2000

PROFIT AND LOSS STATEMENT
 FOR THE YEAR ENDED 30 JUNE 2000

	Note	2000	1999
		\$	\$
Revenue	2	463,780	477,631
Operating surplus/(loss)		18,946	88,776
Accumulated funds at the beginning of the financial year		230,063	141,287
Accumulated funds at the end of the financial year		249,009	230,063

The profit and loss statement is to be read in conjunction with the notes to the financial statements set out on pages 7 to 14.

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

BALANCE SHEET AS AT 30 JUNE 2000

	2000	1999
	\$	\$
CURRENT ASSETS		
Cash	349,270	259,760
Receivables	34,081	53,287
Other	10,480	6,628
Total current assets	<u>393,831</u>	<u>319,675</u>
NON-CURRENT ASSETS		
Property, plant and equipment	68,460	40,872
Total non-current assets	<u>68,460</u>	<u>40,872</u>
Total assets	<u>462,291</u>	<u>360,547</u>
CURRENT LIABILITIES		
Accounts payable	112,320	28,582
Provisions	38,963	50,418
Total current liabilities	<u>151,283</u>	<u>79,000</u>
NON-CURRENT LIABILITIES		
Provisions	61,999	51,484
Total non-current liabilities	<u>61,999</u>	<u>51,484</u>
Total liabilities	<u>213,282</u>	<u>130,484</u>
Net assets	<u>249,009</u>	<u>230,063</u>
ACCUMULATED FUNDS		
Retained profits/(accumulated losses)	249,009	230,063
Total accumulated funds	<u>249,009</u>	<u>230,063</u>

The balance sheet is to be read in conjunction with the notes to the financial statements set out on pages 7 to 14

**STATEMENT OF CASH FLOWS
 FOR THE YEAR ENDED 30 JUNE 2000**

	Note	2000	1999
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash receipts in the course of operations		478,743	382,690
Cash payments in the course of operations	2	(345,768)	(373,259)
Interest received		7,615	4,782
Net cash provided by operating activities	13(ii)	140,590	14,213
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of plant and equipment		40	-
Payments for property, plant and equipment		(51,120)	(17,982)
Net cash provided by investing activities		(44,442)	(17,982)
Net increase/(decrease) in cash held		89,510	(3,769)
Cash at the beginning of the financial year	13(i)	259,760	263,529
Cash at the end of the financial year	13(i)	349,270	259,760

The statement of cash flows is to be read in conjunction with the notes to the financial statements set out on pages 7 to 14.

**NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2000**

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

Basis of Preparation

In the opinion of the directors, the company is not a reporting entity. The financial report of the company has been drawn up as a special purpose financial report for distribution to the members and for the purpose of fulfilling the requirements of the Corporations Law.

The financial report has been prepared on the accrual basis of accounting as defined in AASB 1001, Accounting Policies, using the historical cost convention and a going concern assumption. Except where stated, it does not take into account changing money values or current valuations of non-current assets. Except where noted, the accounting policies have been consistently applied.

The financial report has been prepared in accordance with the requirements of the Law, all applicable Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) that have a material effect with the following exceptions:

- AAS 22 Related Party Disclosures
- AAS 33 Presentation and Disclosure of Financial Instruments

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
- Community Settlement Service Scheme I
- Community Settlement Service Scheme II
- Special Migrant Placement Officer
- Ethic Access Project
- Rural Information Campaign
- Casino
- Singleton Safe Haven
- Immigration Advice and Application Assistance Scheme
- Federation grant

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2000

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Revenue Recognition

Grants received

Government grants are brought to account in the financial period to which they related which may differ from the period in which they are received.

Administration fees

Administration fees are brought to account on an accruals basis.

Interest income

Interest income is brought to account when received.

Rental Income

Rental income is brought to account when received.

Other income

Other income is brought to account on an accrual basis.

Taxation

Income tax

The company is exempt from income tax.

Non-Current Assets

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

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2000

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICES (Continued)

Property, Plant and Equipment

Acquisition

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

Depreciation

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

The depreciation rates and methods used for each class of asset are as follows:

■	Leasehold improvements	14.3% to 20% Straight Line
■	Office Equipment	20% to 40% Diminishing Value
■	Fixtures and Fittings	10% Diminishing Value
■	Furniture	13.5% to 20% Diminishing Value

Employee Entitlements

Annual Leave

The provisions for employees' entitlements to annual leave represents the amount which the employer has a present obligation to pay resulting from employees' services provided up to balance date. Related on-costs have been included in the liability.

Long Service Leave

The provision for employees' entitlement to long service leave is calculated from the date of commencement of employment. Related on-costs have been included in the liability.

Superannuation Fund

Contributions to employee superannuation funds are expensed as incurred.

2. OPERATING REVENUE		
Grants received	349,288	2000
Administration fee received	82,158	\$
Capital distribution from ESRA	-	
Interest:		
Other parties	7,615	
Rental income	10,977	
Proceeds on sale of plant and equipment	40	
Other operating revenue	13,702	
	<u>463,780</u>	
	<u>477,631</u>	1999
		\$
3. OPERATING PROFIT		
Operating profit has been arrived at after charging/(crediting) the following items:		
Depreciation of property, plant and equipment	21,461	10,294
Amounts set aside to provision for:		
Provision for annual leave	(6,634)	2,012
Provision for long service leave	6,047	(954)
Provision for relief staff	-	(2,337)
Write off of plant and equipment	-	751
Uncollectible debts written off	6,638	-
Loss on sale of fixed assets	2,031	-
4. AUDITORS' REMUNERATION		
Audit fees	4,200	4,080
Other services	9,497	6,722
5. GEOGRAPHICAL SEGMENTS		
The business operates in the provision of welfare services industry, in Australia.		
6. CASH		
Cash at bank	208,417	133,017
Short term deposits	120,930	114,918
Refugee housing account	<u>19,923</u>	<u>11,825</u>
	<u>349,270</u>	<u>259,760</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
7. RECEIVABLES		
Current		
Sundry debtors	34,081	53,287
8. OTHER ASSETS		
Current		
Prepayments	10,480	6,628
9. PROPERTY, PLANT AND EQUIPMENT		
Leasehold improvements, at cost	36,532	29,431
Less: Accumulated amortisation	(22,054)	(19,106)
	14,478	10,325
Equipment, at cost	156,972	116,486
Less: Accumulated depreciation	(102,990)	(85,939)
	53,982	30,547
Total property, plant and equipment, at net book value	68,460	40,872
10. ACCOUNTS PAYABLE		
Current		
Grants in advance	83,572	12,890
Sundry creditors	18,748	7,060
Accrued expenditure	10,000	8,632
	112,320	28,582
11. PROVISIONS		
Current		
Provision for employee entitlements	38,963	50,418
Non-Current		
Provision for employee entitlements	61,999	51,484

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2000

2000 \$
 1999 \$

12. COMMITMENTS

Operating Lease Commitments

Future operating lease rentals not
 provided for in the financial statements
 and payable:

Due not later than one year	89,543	62,228
Due later than one year but not later than five years	314,238	19,890
	<u>403,781</u>	<u>82,118</u>

13. NOTES TO THE STATEMENT OF CASH FLOWS

(i) Reconciliation of cash

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

	Note	2000 \$	1999 \$
Cash at bank	6	208,417	133,017
Short term deposits	6	120,930	114,918
Cash - Refugee housing account	6	19,923	11,825
		<u>349,270</u>	<u>259,760</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
	\$	\$

13. NOTES TO THE STATEMENT OF CASH FLOWS

(Continued)

(ii) Reconciliation of operating
profit to net cash provided by
operating activities

Operating profit 18,946 88,776

Add (less) non-cash items:

Write off of plant and equipment

21,461

Loss on disposal of plant and equipment

2,031

Net cash provided by operating activities before
change in assets and liabilities

42,438 99,821

Change in assets and liabilities

during the financial year:

(Increase)/decrease in trade debtors

19,206

(Increase)/decrease in prepayments

(3,852)

(Decrease)/increase in trade creditors

11,688

(Decrease)/increase in provisions

(940)

(Decrease)/increase in accrued expenditure

1,368

(Decrease)/increase in grants in advance

70,682

140,590

14. RELATED PARTY DISCLOSURES

Directors

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

Dawn Arrow	Trudy Mills-Evers	Melanie Larsen
Henry Chan	Chris Papadopoulos	Senara Elia
Fr Nicholas Zervas	William Simanowsky	Zoran Vasiljevic
Alina Kizeweter	Cecilia Soumastre	Sania Young
Ivan Klopovic	Traje Trajanovski	

Dawn Arrow resigned on 21 July 1999.
Chris Papadopoulos and Senara Elia resigned on 8 December 1999.
Father Nicholas Zervas was appointed on 8 December 1999.
Cecilia Soumastre resigned on 19 January 2000.

The directors are appointed in an honorary capacity and do not receive any remuneration or
benefits.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2000

15. LIMITED BY GUARANTEE

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

As at the 30 June 2000 the total number of members was 69 (1999 - 51).

DIRECTORS' DECLARATION

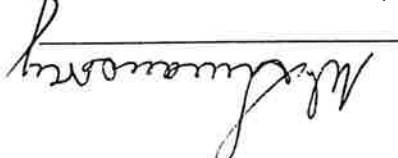
In the opinion of the Directors of the Migrant Resource Centre of Newcastle and Hunter Region Limited (a company by guarantee).

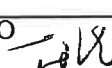
- (a) the company is not a reporting entity;
- (b) the financial statements and notes, set out on pages 4 to 14, are in accordance with the Corporations Law, including:
 - (i) giving a true and fair view of the financial position of the company as at 30 June 2000 and of its performance, as represented by the results of its operations and its cash flows, for the financial year ended on that date in accordance with the basis of accounting described in Note 1; and
 - (ii) complying with Accounting Standards to the extent described in Note 1 and the Corporations Regulations; and
- (c) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

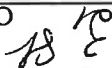
Signed in accordance with a resolution of the Directors:

Director

 Director

Director

 Director

Dated

 October 2000

Dated

 October 2000

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

Scope

We have audited the financial report of Migrant Resource Centre of Newcastle and Hunter Region Limited (A Company Limited by Guarantee) for the period ended 30 June 2000, being a special purpose financial report consisting of the profit and loss statement, balance sheet, statement of cash flows, accompanying notes and the directors' declaration set out on pages 4 to 15. The company's directors are responsible for the financial report. The directors have determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the requirements of the Corporations Law and the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on it to the members of the company. No opinion is expressed whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the requirements of the Corporations Law. We disclaim any assumption of responsibility for any reliance on this report, or on the financial report to which it relates, to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of 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 the basis of accounting described in Note 1 to the financial statements 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 its operations and its cash flows. These policies do not require the application of all accounting standards nor other mandatory professional reporting requirements.

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

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

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 Law, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2000 and of its performance for the period ended on that date, in accordance with the accounting policies described in Note 1 to the financial statements; and
- (ii) complying with AASB1025 "Application of Reporting Entity Concept and Other Amendments", AASB1034 "Information to be Disclosed in Financial Reports", other Accounting Standards to the extent described in Note 1, and the Corporations Regulations; and

(b) other mandatory professional reporting requirements to the extent described in Note 1 to the financial statements.

KPMG

KPMG

D A Turner

D A Turner
Partner

Newcastle, 3/5th October 2000

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

DISCLAIMER

The additional financial information presented on pages 19 to 20 is in accordance with the books and records of Migrant Resource Centre of Newcastle and Hunter Region Limited (A Company Limited by Guarantee) which have been subjected to the auditing procedures applied in our statutory audit of the company for the year ended 30 June 2000. It will be appreciated that our statutory audit did not cover all details of the additional financial information. Accordingly, we do not express an opinion on such financial information and no warranty of accuracy or reliability is given.

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

KPMG

KPMG

Newcastle, 3/10 October 2000

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

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
	\$	\$
MIGRANT RESOURCE CENTRE		
Income		
Administration fees	82,158	48,328
Donations received	1,990	1,080
Grants received	349,288	329,493
Insurance recovery	-	6,638
Interest received	7,615	4,782
Legal	-	70
Membership fees	196	476
Mentor fees	-	-
Photocopying	3,374	1,289
Rent received	10,977	8,732
Translating Fee Received	190	-
Travel reimbursement	50	243
Sundry income	1,264	70
Total income	457,102	401,201
Expenses		
Accommodation	581	835
Advertising	23	154
Audit and accounting fees	13,697	10,802
Bank charges	1,028	722
Catering, function etc	3,271	3,617
Cleaning	6,207	4,262
Computer expenses	-	892
Depreciation	21,461	10,294
Donations	1,320	60
Electricity	4,363	2,695
Filing fees	-	95
Furniture and fittings/equipment	-	92
Hire of equipment	-	624
Insurance	5,777	1,795
Interpreting fees	2,631	965
Legal costs	2,209	470
Library	3,285	838
Loss on Disposal of Fixed Asset	2,031	-
Membership	1,384	465
Photocopier expenses	6,876	8,224
Office supplies	3,676	4,059
Postage	6,327	7,254
Printing and stationery	10,002	8,500
Carried forward	96,149	67,714

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

STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED 30 JUNE 2000
 MIGRANT RESOURCE CENTRE

	2000	1999
<i>Brought forward</i>	96,149	67,714
Expenses		
Promotions	542	4,983
Provisions for annual leave	(6,634)	2,012
Provisions for long service leave	6,047	3,052
Provision for relief staff	-	(2,337)
Rates and taxes	754	1,917
Recycling	-	10
Rent	74,373	56,389
Repairs and maintenance	5,223	815
Resources	399	-
Subsidy to Singleton Safe Haven	2,941	-
Subsidy to Casino	200	-
Sundry expenses	1,611	937
Superannuation contributions	13,455	13,686
Telephone	24,940	19,068
Training	950	1,751
Travelling	4,715	3,236
Wages	203,598	208,830
Workers compensation	8,893	6,041
Write-off of fixed asset	-	751
Total expenses	<u>438,156</u>	<u>388,855</u>
Operating surplus/(loss)	<u>18,946</u>	<u>12,346</u>
Capital distribution from ESRA	-	76,430
Surplus/(loss)	<u>18,946</u>	<u>88,776</u>

The statement of operations is to be read in conjunction with the disclaimer set out on page 18.

INDEX

1	Community Visitor Scheme
2	Family Support
3	Filipino
5	Community Settlement Service Scheme I
6	Community Settlement Service Scheme II
7	Special Migrant Placement Officer
8	Ethnic Access Project
9	Rural Information Campaign
11	Casino
12	Singleton Safe Haven
13	Immigration Advice and Application Assistance Scheme
14	Federation Grant

The statements of operations and statements of assets and liabilities for the above affiliated grant activities are to be read in conjunction with Note 1 of the financial report of the Migrant Resource Centre of Newcastle and Hunter Region Limited (a company limited by guarantee).

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

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
COMMUNITY VISITORS SCHEME		
Income		
Grants received	16,007	16,007
Interest received	13	10
Total income	<u>16,020</u>	<u>16,017</u>
Expenses		
Administration fees	2,040	3,115
Audit fee	400	400
Bank charges	97	81
Provision for annual leave	239	(4)
Provision for long service leave	167	114
Reimbursements of volunteer expenses	5,598	4,761
Supernannuation	518	495
Training	864	375
Travelling expenses	542	427
Wages	<u>7,528</u>	<u>6,778</u>
Total expenses	<u>17,993</u>	<u>16,542</u>
Operating surplus/(deficit)	<u>(1,973)</u>	<u>(525)</u>
STATEMENT OF ASSETS AND LIABILITIES		
AS AT 30 JUNE 2000		
Assets		
Cash at bank	3,808	5,464
Liabilities		
Creditor	(1,151)	(745)
Grant income in advance	(3,913)	(4,002)
Net assets	<u>(1,256)</u>	<u>717</u>
Accumulated funds		
Accumulated funds at beginning of financial year	717	1,242
Operating surplus/(deficit)	(1,973)	(525)
Accumulated funds at end of financial year	<u>(1,256)</u>	<u>717</u>

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
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A.C.N. 002 898 759**

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

FAMILY SUPPORT		
	2000	1999
	\$	\$
Income		
Grants received	37,888	38,032
Interest received	56	40
Total income	37,944	38,072
Expenses		
Administration fees	2,500	2,500
Audit fees	600	700
Bank charges	112	108
Programme costs	4,143	1,282
Provision for annual leave	(1,476)	1,324
Provision for long service leave	427	467
Rent and utilities	2,500	3,514
Sundry expenses	-	101
Superannuation contributions	1,690	1,996
Training	429	230
Travelling expenses	767	473
Wages	24,753	26,829
Workers Compensation	600	600
Total expenses	37,045	40,124
Operating surplus/(deficit)	899	(2,052)
STATEMENT OF ASSETS AND LIABILITIES AS AT 30 JUNE 2000		
Assets		
Cash at bank	622	772
Liabilities		
Creditor	(4,635)	(5,684)
Net assets	(4,013)	(4,912)
Accumulated funds		
Accumulated funds at beginning of financial year	(4,912)	(2,860)
Operating (deficit)/surplus	899	(2,052)
Accumulated funds at end of financial year	(4,013)	(4,912)

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

**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

FILIPINO		
	2000	1999
	\$	\$
Income		
Grants received	48,093	48,275
Interest received	76	60
Total income	48,169	48,335
Expenses		
Accommodation and meals	-	45
Administration fees	5,400	5,444
Audit fees	600	700
Bank charges	118	118
Membership	-	55
Program costs	1,067	267
Provision for annual leave	(1,654)	-
Provision for long service leave	994	583
Rent	3,134	3,000
Superannuation contributions	2,290	2,540
Training	529	175
Travelling expenses	1,124	1,645
Wages	33,237	34,384
Workers compensation	600	800
Total expenses	47,439	49,756
Operating surplus/(deficit)	730	(1,421)

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF ASSETS AND LIABILITIES
AS AT 30 JUNE 2000**

	2000	1999
	\$	\$
FILIPINO		
Assets		
Cash at bank	715	645
Liabilities		
Creditor	-	(660)
Net assets	<u>715</u>	<u>(15)</u>
Accumulated funds		
Accumulated funds at beginning of financial year	(15)	1,406
Operating (deficit)/surplus	<u>730</u>	<u>(1,421)</u>
Accumulated funds at end of financial year	<u>715</u>	<u>(15)</u>

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
COMMUNITY SETTLEMENT SERVICE SCHEME I		
Income		
Grants received	60,427	58,840
Interest received	75	72
Sundry income	300	1,106
Total income	60,802	60,018
Expenses		
Accommodation and meals	428	1,166
Administration	3,400	-
Bank charges	160	146
Conference and seminar expenses	-	300
Membership fees	-	80
Programme costs	1,320	616
Provision for annual leave	(1,899)	(3,287)
Provision for long service leave	1,277	1,123
Sundry expenses	19	-
Superannuation contributions	3,338	3,655
Training	-	20
Travelling expenses	5,536	5,401
Wages	48,789	50,070
Total expenses	62,368	59,290
Operating surplus/(deficit)	(1,566)	728
STATEMENT OF ASSETS AND LIABILITIES		
AS AT 30 JUNE 2000		
Assets		
Cash at bank	16,178	14,655
Debtor	667	-
Liabilities		
Creditor	-	(2,705)
Grant income in advance	(20,638)	(14,177)
Net assets	(3,793)	(2,227)
Accumulated funds		
Accumulated funds at beginning of financial year	(2,227)	(2,955)
Operating (deficit)/surplus	(1,566)	728
Accumulated funds at end of financial year	(3,793)	(2,227)

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

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

	2000	1999
COMMUNITY SETTLEMENT SERVICE SCHEME II		
Income		
Grants received	50,871	47,009
Interest received	54	47
Training services	796	-
Total income	51,721	47,056
Expenses		
Administration fees	2,400	2,600
Bank charges	230	126
Meals and accommodation	1,135	-
Programme costs	1,232	1,345
Provision for annual leave	2,669	329
Provision for long service leave	915	755
Superannuation contributions	2,588	2,616
Training	260	50
Travelling expenses	1,395	4,249
Wages	43,634	40,991
Total expenses	56,458	53,061
Operating surplus/(deficit)	(4,737)	(6,005)
STATEMENT OF ASSETS AND LIABILITIES		
AS AT 30 JUNE 2000		
Assets		
Cash at bank	13,999	11,942
Liabilities		
Creditor	(6,116)	(4,761)
Grant income in advance	(17,374)	(11,935)
Net assets	(9,491)	(4,754)
Accumulated funds		
Accumulated funds at beginning of financial year	(4,754)	1,251
Operating (deficit)/surplus	(4,737)	(6,005)
Accumulated funds at end of financial year	(9,491)	(4,754)

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

SPECIAL MIGRANT PLACEMENT OFFICER

	2000	1999
	\$	\$
Income		
Grants received	59,526	58,209
Interest received	163	123
Other services	160	-
Total income	59,849	58,332
Expenses		
Accommodation and meals	-	120
Administration fees	3,162	3,500
Bank charges	179	242
Client expenses	583	440
Interpreting fees	30	-
Printing and stationery	204	-
Promotion	60	-
Provision for annual leave	(621)	(1,109)
Provision for long service leave	525	449
Sundry expenses	-	30
Superannuation contributions	3,387	3,874
Training	-	150
Travelling expenses	291	1,011
Wages	48,106	51,367
Total expenses	55,906	60,074
Operating surplus/(deficit)	3,943	(1,742)
STATEMENT OF ASSETS AND LIABILITIES AS AT 30 JUNE 2000		
Assets		
Cash at bank	(68)	32,450
Debtor	6,373	-
Liabilities		
Creditor	(9,657)	(11,474)
Grant income in advance	-	(28,271)
Net assets	(3,352)	(7,295)
Accumulated funds		
Accumulated funds at beginning of financial year	(7,295)	(5,553)
Operating surplus	3,943	(1,742)
Accumulated funds at end of financial year	(3,352)	(7,295)

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
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STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

<i>ETHNIC ACCESS PROJECT</i>		
2000	1999	\$
Income		
Grants received	3,129	
Interest received	20	
Sundry income	47	
Total income	3,196	
Expenses		
Administration	4,598	
Bank charges	95	
Interpreting charges	541	
Provision for long service leave	(32)	
Program cost	1,108	
Supernannuation	1,459	
Travelling expenses	132	
Wages	20,865	
Total expenses	28,766	
Operating surplus/(deficit)	(135)	
STATEMENT OF ASSETS & LIABILITIES		
AS AT 30 JUNE 2000		
Assets		
Cash at bank	350	12,801
Liabilities		
Creditor	(450)	(32)
Grant in advance	-	(12,734)
Net Assets	(100)	35
Accumulated Funds		
Accumulated Funds at beginning of financial year	35	-
Operating Surplus/(Deficit)	(135)	35
Accumulated Funds at end of financial year	(100)	35

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

	2000	1999
	\$	\$
RURAL INFORMATION CAMPAIGN		
Income		
Grants received	85,543	89,446
Interest received	185	341
Sundry income	146	288
Total income	85,874	90,075
Expenses		
Administration	6,500	7,950
Bank charges	209	204
Membership	-	500
Petty cash	451	284
Printing and stationery	1,515	329
Promotion	4,762	2,575
Provision for annual leave	(2,079)	2,991
Provision for long service leave	268	1,036
Travel and accommodation	9,045	10,418
Telephone	3,000	2,000
Seminars	3,183	1,109
Sundry expenses	5,490	328
Superannuation	4,814	5,142
Rent and utilities	2,300	-
Wages	48,359	55,342
Workers compensation	600	700
Total Expenses	88,417	90,908
Operating surplus/(deficit)	(2,543)	(833)

MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000

RURAL INFORMATION CAMPAIGN

2000	\$
1999	\$

STATEMENT OF ASSETS AND LIABILITIES
AS AT 30 JUNE 1999

Assets		
Cash at bank	(9,957)	48,382
Debtor	10,080	3,221
Liabilities		
Grant income in advance	(3,422)	(40,676)
Creditor	(3,299)	(11,683)
Net assets	(3,299)	(756)
Accumulated Funds		
Accumulated funds at beginning of financial year	(756)	77
Operating surplus/(deficit)	(2,543)	(833)
Accumulated fund at end of financial year	(3,299)	(756)

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

CASINO		
	2000	1999
	\$	\$
Income		
Grants received	3,000	27,000
Interest received	2	43
Subsidy – MRC	200	-
Total income	3,202	27,043
Expenses		
Administration	1,100	3,000
Bank charges	14	88
Program cost	94	219
Sundry	305	-
Superannuation	123	1,412
Travel	263	578
Wages	1,841	21,194
Total expenses	3,740	26,491
Operating surplus/(deficit)	(538)	552
STATEMENT OF ASSETS & LIABILITIES AS AT 30 JUNE 2000		
Assets		
Cash at Bank	14	3,552
Liabilities		
Creditor	-	(3,000)
Net Assets	14	552
Accumulated Funds		
Accumulated Funds at beginning of financial year	552	-
Operating (Deficit)/surplus	(538)	552
Accumulated funds at end of financial year	14	552

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

SINGLETON SAFE HAVEN		
	2000	1999
	\$	\$
Income		
Grant received	58,500	-
MRC subsidiary	2,940	-
Total Income	61,440	-
Expenses		
Administration expenses	6,708	-
Bank charges	-	26
Equipment	-	30
Program cost	1,134	1,195
Sundry expenses	20	-
Superannuation	513	-
Travel	6,162	713
Wages	38,681	6,258
Total expenses	53,218	8,222
Operating surplus / (deficit)	8,222	(8,222)
STATEMENT OF ASSETS & LIABILITIES AS AT 30 JUNE 2000		
Liabilities		
Creditor	-	(8,222)
Net Liabilities	-	(8,222)
Accumulated Funds		
Accumulated Funds at beginning of financial year	(8,222)	-
Operating (Deficit)/surplus	8,222	(8,222)
Accumulated Funds at end of financial year	-	(8,222)

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

IMMIGRATION ADVICE AND APPLICATION ASSISTANCE SCHEME

**\$
2000**

Income	
Grant received	13,954
Interest	1
Sundry Income	24
Total income	13,979
Expenses	
Bank charges	19
Superannuation	294
Wages	13,666
Total Expenses	13,979
Operating surplus/(deficit)	

**STATEMENT OF ASSETS & LIABILITIES
AS AT 30 JUNE 2000**

Assets	
Cash at Bank	1,094
Debtor	6,180
Liabilities	
Creditors	(7,274)
Net Assets	
Accumulated Funds	
Accumulated funds at beginning of financial year	
Operating surplus/(deficit)	
Accumulated funds at end of financial year	

**MIGRANT RESOURCE CENTRE OF NEWCASTLE AND HUNTER
REGION LIMITED (A COMPANY LIMITED BY GUARANTEE)
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**STATEMENT OF OPERATIONS
FOR THE YEAR ENDED 30 JUNE 2000**

**\$
2000**

FEDERATION GRANT

Income	
Interest	35
Grant received	20,250
Subsidy from MRC	136
Total income	20,421

Expenses	
Administration fees	1,000
Bank charges	64
Program costs	745
Promotion	800
Supernunation	1,099
Travel	407
Wages	15,766
Workers Compensation	540
Total Expenses	20,421

Operating surplus / (deficit)

**STATEMENT OF ASSETS & LIABILITIES
AS AT 30 JUNE 2000**

Net Assets

Accumulated Funds

Accumulated funds at beginning of financial year

Operating surplus / (deficit)

Accumulated funds at end of financial year