# MIGRANT RESOURCE CENTRE
## of Newcastle and Hunter Region Ltd

ACN: 002 898 759

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HAMILTON NSW 2303

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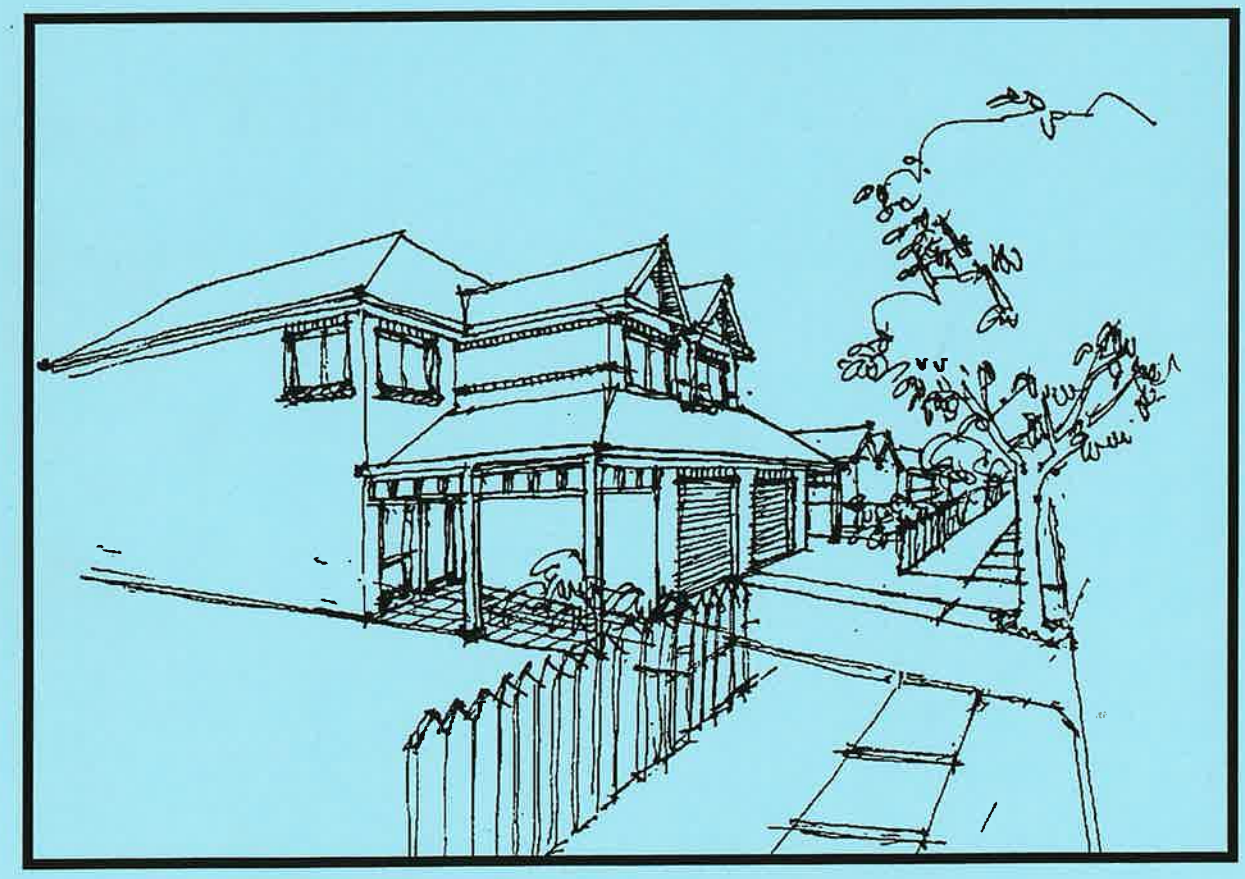
# 1996 ANNUAL REPORT



*ARCHITECTS IMPRESSION OF THE MIGRANT RESOURCE CENTRE - BUILDING BETTER CITIES REFUGEE HOUSING PROJECT*

# CONTENTS

# AGENDA OF THE 11TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE CENTRE TO BE HELD ON WEDNESDAY 27 NOVEMBER 1996 AT 8 CHAUCER STREET, HAMILTON AT 5.30PM

| | | |
|---|---|---|
| **5.30PM** | **1.** | **OPENING AND WELCOME BY HENRY CHAN** |
| | **2.** | **APOLOGIES** |
| | **3.** | **MINUTES OF PREVIOUS AGM** |
| | **4.** | **BUSINESS ARISING** |
| | **5.** | **PRESENTATION OF REPORTS** |
| | **6.** | **CONFIRMATION OF AUDITORS** |
| | **7.** | **ELECTION OF MRC MANAGEMENT COMMITTEE** |
| | **8.** | **GENERAL BUSINESS.** |
| **6.30PM** | **9.** | **MR BOB BALDWIN - Member for Paterson** |
| **7.30PM** | | **Refreshments & Close** |

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**We wish to acknowledge the support of our funding bodies:**

* **Department of Immigration and Multicultural Affairs**
* **Department of Training and Education Coordination**
* **Ethnic Affairs Commission of NSW**
* **NSW Department of Community Services**
* **NSW Migrant Skills and Qualifications Branch**
* **NSW Office of Youth Affairs**
* **Department of Health Local Government and Community Services**

## MRC MANAGEMENT COMMITTEE MEMBERS 95-96

| | | |
|---|---|---|
| 1. Chairperson | - | Henry H Chan |
| 2. Vice Chairperson | - | William Simanowsky |
| 3. Secretary | - | Alina Kizeweter |
| 4. Treasurer | - | Trudy Mills-Evers |
| 5. Asst Secretary | - | Zoran Vasiljevic |
| 6. Asst Treasurer | - | Lani Larsen |
| 7. Member | - | Peter Hicks |
| 8. Member | - | Kerry Stroud |
| 9. Member | - | Cecilia Soumastre |
| 10. Member | - | Traj Trajanovski |
| 11. Member | - | Fr N Zervas |

## COOPTED MEMBERS

| | | |
|---|---|---|
| 1. Department of Immigration & Ethnic Affairs | - | Phayvanh Phoumindr |
| 2. Newcastle City Council | - | Cr Margaret Henry |
| 3. Newcastle City Council | - | Cr Morgan Jones |

## STAFF

| | | |
|---|---|---|
| 1. Coordinator | - | Violetta Walsh |
| 2. Assistant Coordinators | - | Tima Oto/Lulu Tantos |
| 3. Administrative Officer | - | Carla Bekker |
| 4. Community Project Officer | - | Irena Lupish |
| 5. Community Development Worker | - | Alex Burns |
| 6. Community Welfare Worker GIA II | - | Miza Torlakovic |
| 7. Humanitarian Entrant Resource Worker I | - | Pat Dring |
| 8. Humanitarian Entrant Resource Worker II | - | Cathy Johnston |
| 9. Filipino Welfare Worker | - | Petrona Kelly |
| 10. Special Migrant Placement Officer | - | Guy Taylor |
| 11. Family Support Worker | - | Marcella Sutcliffe |
| 12. Community Visitor's Program | - | Ann Dupree |
| 13. Coordinator - Circuit Breaker | - | Chris Byrne |
| 14. Admin Assistant - SMPO | - | Louise Graham |
| 15. Nezaket Schulz | - | Community Worker Lightning Ridge (Managed by Lightning Ridge Transcultural Committee - Auspiced by MRC) |

## SESSIONAL STAFF:

| | | |
|---|---|---|
| 1. Pacific Islander Welfare Worker (Samoan) | - | Juanita Loli |
| 2. Pacific Islander Welfare Worker (Tongan) | - | Teleisia Lolohea |
| 3. Hunter Parents Teachers Association of Community Language Schools (Project Officer) | - | Steven Greig |

## STAFF LEFT DURING THE YEAR:

| | | |
|---|---|---|
| 1. George Puli'uvea | - | Get Started Project |
| 2. Steve Stojcevski | - | Workplace/Casemanager |
| 3. Chris Dodds | - | MAPS Project |
| 4. Dubravka Vasiljevic | - | Admin Asst/Librarian/Welfare |
| 5. B Bozinovski | - | Admin Asst - Get Started |
| 6. Melissa Gao | - | Admin Asst - Workplace |

**MINUTES OF THE 10TH ANNUAL GENERAL MEETING OF THE MIGRANT RESOURCE CENTRE OF NEWCASTLE AND THE HUNTER REGION HELD AT THE MRC PREMISES, 6TH DECEMBER 1995 AT 5.30PM.**

1. ATTENDANCE: See attached list.

2. APOLOGIES: John Mills MP, Joan Jones, Pari Bathi (Wyoming Community Centre), Diane Tattis, Fr N Zervas, Kerry Stroud, L Tantos & M Torlakovic.

3. AUDITOR'S REPORT: The Agenda was suspended to allow Mr Paul Mather of KPMG Peat Marwick to present his report. The Centre's financial operations were sound. The financial report was proposed by T Trajanovski and seconded by A Kizeweter.

4. MINUTES OF THE 9TH AGM: Moved by T Trajanovski and accepted by A Kizeweter..

4.(a) Guest Speaker, Jim Short (Shadow Minister of Immigration) and Senator John Tierney, (Newcastle) were then introduced to those present..

5. BUSINESS ARISING: L Norton (EAC Commissioner) announced that NAATI tests will be carried out in Newcastle early next year as well as Coffs Harbour and Lismore in July. Testing venue was supported by the DSE and AMES. Newcastle TAFE has also supported with preparatory training courses in 1995 and in 1996 for interested persons.

6. PRESENTATION OF REPORTS:

I. **Henry Chan - Chairperson:** Tabled as read. Acknowledged DIEA'S support during the past year, and commended V Walsh and the staff for all their work at the Centre.

ii) **V Walsh - Coordinator** - Report tabled as read. Added that the Centre's employment programs have been axed and there has been lack of response from the Government body concerned re the impact of the loss of program for NESB young people.

iii) **I Lupish - Community Project Officer** - Report tabled as read.

iv) **A Burns - GIA I - Community Development Officer** - L Norton raised with A Burns the itinerary of North Coast trip; Lismore Centa Care & MLO, Grafton (2 centres) Women's Refugee and Wolgoolga.

vi) **M Torlakovic - GIA II - Community Development Officer** - Report tabled as read

v) **S Stojcevski - Workplace Officer** - Report tabled as read. Added that Lin Jin & Melissa Gao had been program assistants. Re Yugoslav client mentioned in report; worker said that his client wished to be called as such.

**SMPO** - Guy Taylor - Report tabled as read. Expanded on the Grafton Projects. Out of the 15 Filipino participants, he managed to place 4 in work placement, 1 into full time position and some are doing training courses and some work experience.

vii) **George Puli'uvea & Pat Dring - Get Started Officers** - Report tabled as read.

viii) **S Nichols -Family Support Worker** - Report tabled as read. Resigned to take up another position as Coordinator of Multicultural Neighbourhood Centre.

ix) **Petrona Kelly - Filipino Welfare Worker** - Tabled as read.

x) **Chris Dodds - Multicultural Development Officer** - Report tabled as read. Completed the Mult Development Project on 30/9/95.

xi) **Chris Dodds -Rural Ethnic Information Network worker: (As of 1/11/95)**

xii) **Chris Byrne - Hunter Region Circuit Breaker** - Report tabled as read.

xiii) **Community Visitors Project - Ann Dupree** - Report tabled as read.

xiv) **Centre's Usage:** (a) Re Bosnian youth group -the same group also use the Multicultural Neighbourhood Centre for meetings (b) Slovenian and not Slovene.
L Norton proposed and Enza di Stefano seconded all the reports.

7. AUDITORS: Confirmation of KPMG Peat Marwick to continue as the Centre's auditors - Proposed by L Norton and seconded by Enza di Stefano.

8. ELECTION OF MRC COMMITTEE: There were 11 nominations for 11 positions and no elections were required. These were duly elected. They are; Henry Chan, Trudy Mills-Evers, Alina Kizeweter, Peter Hicks, Lani Larsen, William Simanowsky, Kerry Stroud, Cecilia Soumastre, Traj Trajanovski, Zoran Vasiljevic & Fr N Zervas.

9. OTHER BUSINESS:

a) Re current space available at the Centre - V Walsh said that the Centre is reasonably well served with the current space that we have, unless or until new projects are funded. She commended DIEA for the funds in the budget towards rental costs.

b) NAATI - L Norton emphasised the difficulty of getting on-site interpreters in the Hunter from TIS. Need to push TIS to recruit locally, not only for convenience but in order to save time and money. L Norton added that EAC, DSS and MHS will be holding a training workshop for interpreters in the coming year.

c) L Larsen wanted to clarify who is responsible for volunteers who are supporting the centre's welfare workers? V Walsh advised that the Centre holds volunteer insurance for this purpose.

d) H H Chan thanked everyone present and also commended the outgoing committee members and wished them well in their future endeavours. The meeting ended at 6.20pm.

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

**MANAGEMENT COMMITTEE FOR 1995-96**

| | | |
|---|---|---|
| 1. | Henry Chan | Chairperson |
| 2. | Bill Simanowsky | Vice Chairperson |
| 3. | Alina Kizeweter | Secretary |
| 4. | Zoran Vasiljevic | Asst Secretary |
| 5. | Trudy Mills-Evers | Treasurer |
| 6. | Lani Larsen | Asst Treasurer |

# MRC AGM ATTENDANCE LIST - 6 DECEMBER 1995 AT MRC PREMISES

| | NAME | COMMUNITY |
|---|---|---|
| 1. | John Best | Bahai |
| 2. | Traje Trajanovski | Macedonian Community |
| 3. | Alina Kizeweter | Polish Association |
| 4. | A Dimovski | Macedonian Community |
| 5. | Z Kackadevic | Macedonian Community |
| 6. | E Simunovic | Tongan Community |
| 7. | Cecilia Soumastre | Latin Amercian Community |
| 8. | Cathy Johnston | MRC |
| 9. | Emir Hujdur | Bosnian |
| 10. | Dubravka Vasiljevic | Bosnian |
| 11. | Zoran Vasiljevic | Bosnian |
| 12. | Con Karanges | Greek Community |
| 13. | Pat Dring | MRC |
| 14. | Guy Taylor | MRC |
| 15. | Irena Lupish | MRC |
| 16. | Ann Dupree | MRC |
| 17. | Alex Burns | MRC |
| 18. | Enza Distefano | Italian Community |
| 19. | Denisse Dowie | Dept of School Education |
| 20. | Steve Stojcevski | MRC |
| 21. | Sue Hristov | ECC |
| 22. | Senator Jim Short | Senator for Victoria |
| 23. | Lita Peverini | Filipino Community |
| 24. | Liliana Brakovic | Serbian Ethnic Community |
| 25. | Vitaly Lupish | Russian St Nicholas Parish |
| 26. | Carla Bekker | MRC |
| 27. | Louise Graham | MRC |
| 28. | Ljubiza Mirkovic | Bosnian |
| 29. | Ivan I Klopcic | Slovenian Community |
| 30. | Bobby Bozinovski | Macedonian Community/MRC |
| 31. | Helen Mantziaris | EAC |
| 32. | Sania Young | Tatarstan |
| 33. | Verra Stoheyett | Eastern Orthodox Community |
| 34. | Lani Larsen | Filipino Community |
| 35. | Henry Chan | Chinese Community |
| 36. | Carlos Ortega | Hunter Ethnic Youth Assistance Network |
| 37. | Peter Hicks | HEYAN |
| 38. | Mirna Navarro | HEYAN |
| 39. | Lucia Buxton | Filipino Community |
| 40. | Pet Kelly | MRC |
| 41. | Lorraine Norton | Ethnic Affairs Commissioner |
| 42. | Paul Mather | Auditor - KPMG Peat Marwick |
| 43. | Carmel Herber | Filipino Community |
| 44. | Senator John Tierney | Senator for NSW |
| 45. | George Puli'uvea | MRC |
| 46. | Tima Oto | MRC |
| 47. | Violetta Walsh | MRC |
| 48. | Lubica Mirkovic | Bosnian |
| 49. | Tony Milevski | Macedonian |
| 50. | Ian Sheppard | Dept of School Education |

## CHAIRPERSON'S REPORT - AGM 1996

It has been a singularly eventful year for the MRC. A change of government has brought a change of Minister with a new look portfolio of Immigration and Multicultural Affairs. We welcome Philip Ruddock as Minister as he has had long experience and interest in these matters. We have also noted the introduction of a raft of new policies which are heralding different priorities in the migration area, in intake, in procedures, in costs, and ultimately in settlement provisions, which is of course our main area of interest.

I will not go into the minute details of these changes. In summary it seems very clear that Australia's current and future migration policy will be more selective than in past times, more reflective of the economic needs of this country, more biased towards the migrant who can be almost immediately self sufficient, and more expensive, perhaps a luxury that few can afford. Certainly this will have its own impact on family reunion, for example, without any official help of lowering targets.

It is not our intention to decry such changes simply because they have happened - although in all fairness greater notice of the introduction of new rules and fees might have been kinder.

We are unhappy however with the loss of locally based Immigration Department services with the closing of the Newcastle office on 27th September 1996, when despite all protestations to the contrary, effective alternative service provisions have not yet been put into place. The only clearly publicised alternative have been the 13 number linking enquiries to Parramatta office of the Department.

It has been extremely disappointing to see the removal of regional services like ours, creating geographic impediments to access for a great many people, not just in the Hunter, but to the North, and North West of this area. Phone lines, occasional visits are simply not good enough, and glaring service deficits will not encourage migrant settlement in such areas - (which is, as we're all aware by now, the pious hope of state and federal governments).

Since the office closure, the MRC has been experiencing a 50% increase in immigration work, that is face to face assistance, not counting phone enquiries, or handing out of forms. Clearly the previous scope of our service delivery will alter, perhaps dramatically, to cater for these needs. There is little indication to date that any additional resources will be provided for us to fulfil new client demands resulting from the office closure.

The role of the MRC program as a whole is receiving scrutiny, against a backdrop of debate regarding the value of community development versus direct client service. Casework looks to emerge as the 'winner', on the basis of being more quantifiable and outcome driven. It seems an arid argument. We at the Centre have little difficulty in accepting that there is room in community work for both, community development and casework, certainly if we consider the prevention of problems as important as the intervention. Surely both are valid and necessary to meet the array of needs presented by individual and community clients. Together, they present a balanced approach to a comprehensive service delivery.

I feel confident that such a balance will be legitimated. In the meantime we look forward to continuing with our work as the interface between client and mainstream, whatever the immigration numbers, in any future intake.

Once again I want to thank my committee who have shared with me the task of overseeing and supporting the Centre's activities. I am appreciative and mindful that our Directors lead busy lives in other capacities, and their voluntary input cannot be costed.

Thank you also to our Coordinator and staff, who carry on regardless, despite the buffeting that winds of political change can inflict.

H. H. Chan

COORDINATOR'S REPORT - AGM 1996

In the closing months of 1996, I must begin by saying that we are mercifully still standing. As one considers the massive impacts on the post March landscape, and in particular the many casualties in the service sector, it seems we have a good deal to be thankful for.

The Migrant Resource Program apparently still has a future, at least for the moment, and while clearly some changes are in the offing, we will continue to play our role in providing settlement services to our migrants. Indeed there have been some positive signs that in 1997 funding for settlement services may even be enhanced.

As our Chairman has indicated, the emphasis is to be on casework, ie assistance to individuals, rather than a community development role. We do not view this as a major shift; our main focus in Newcastle has always been on assistance to individuals, through provision of information about the many and complex Australian systems, direct welfare assistance with personal problems, and basic settlement needs, assistance with employment and training, immigration advice, tax help - the list is endless. You will note from the reports of our various projects that individual casework has and will continue to be our core business.

We anticipate that it will actually intensify, as the impact of the closing of the Immigration office becomes more felt. Already our staff are reporting a doubling of enquiries related to immigration matters, not only, I hasten to add, from migrants of non-English speaking background, but all those who need to deal with this Department, tourists, students, employers, local Councils. We understand our Departmental colleagues in Parramatta are snowed under with Newcastle work; and we can assume some delays in processing of all kind of applications.

Casework, in short, is here to stay. By the same token, we have also recognised that if we are not simply to offer bandaids to migrants in need, we must also work to create an ongoing environment which supports their efforts to function independently and confidently in Australia, and I know all of us believe that this must be the key underlying objective of all our efforts. In this regard, our work in the broader community has value: community education, awareness raising in the mainstream to migrant issues, advocacy, not only for the individual but for the collective migrant presence. In the near future we will be developing service agreements with our funding body DIMA which will define more clearly the role we are to play in the community. I hope these documents endorse community work as well as the individual intervention.

The community role is especially significant in the non metropolitan area where migrants are settled. We have had responsibility for the Department's Rural Settlement Strategy for the last 3 years with Alex Burns, our GIA, mentoring part-time workers in agencies on the Mid North and Central West of NSW, and I must note that we were interested and involved in rural issues long before they became 'fashionable'.

To expand on our major projects, the Rural Technology Project funded by Department of Immigration and Multicultural Affairs under the Migrant Access Project Scheme concluded in June this year. This project tried to address information needs of rural settlers and the agencies which support them, by linking them with a specially developed Bulletin Board of relevant material including information such as local demographic data, immigration policy changes, multicultural and access and equity issues. Modems were installed in selected neighbourhood centres, and training provided to personnel to use and build on the Bulletin Board. The project has officially concluded, but we are trying to continue to 'feed' the Board, and to encourage our colleagues in rural neighbourhood centres to use it.

Technology, to my mind, will not replace personnel resources, but can be a very effective, indeed perhaps the only realistic way, of combating the tyrannies of distance.

On another significant project, it is pleasing to report that 50 Everton Street, Hamilton, the site of our Refugee Houses, is finally a hive of building activity. Some time yet before anyone can be housed of course. We have been seeking funding support from various quarters to help us furnish our two houses, with little success to date. We will also be trying to approach business houses for donations of various kinds but compassion fatigue is a factor to face. All the Special Needs housing projects are facing difficulties of one kind or another - including basic running costs - rates, insurances, maintenance. But the project is too precious to give up on: Our refugees keep coming, and safe affordable housing is a major need.

The needs of refugees have been particularly highlighted in the Department's priorities for services. Most MRCs, including our own, have had a 5th core position since the beginning of the year devoted to assisting people of refugee background with welfare provision and referral, and employment and training assistance. We will also be involved in a project which links Community Refugee Settlement Support groups with MRC's services and facilities to help them in their excellent work. Nobody will argue with this priority, surely.

Which brings me to an unpleasant topic. If a positive note was sounded at the beginning of this report regarding the future of the Centre, and the apparent continuing support to migrant services by the Coalition, the good spirits are dampened at the moment by the return, with a vengeance, of a song well known to immigrants all over the world, the song of racism. Its familiarity does not diminish the pain and damage it causes, or the basic ugliness it demonstrates about our human kind.

We welcome the Federal Government's commitment to funding a national anti-racism campaign in the near future, announced before the recent surge, but one can't help but wonder if there will ever be enough funding in the world to influence the bigoted. We also need to be very certain about what precisely we are combating. Very little has come from our leaders to reject racist values on the basis of their innate evil. We have heard instead, a great deal about the economic damage they are likely to do to trade, tourism, and commerce in general.

It is my usual practice to include a brief overview of happenings at the Centre - staff movements, highlights and major projects not reported on elsewhere.

As always we seem to be saying goodbye to staff, as projects conclude, and people move on. Chris Dodds left us June, after two and half years of service on two projects - the Multicultural Development Project, and the Rural Technology, on which I will report in greater length in due course. We all found Chris' great experience in the community sector invaluable, and his links with ACOSS an added bonus to broaden our own world view. We also miss Dubravka Vasiljevic who was with us on a year's Traineeship, and was such a great help with our Bosnian background clients. Steve Stojcevski has moved on to full time employment as a casemanager in the Newcastle area, and while we miss him, it was a great outcome for him. Our Centre's casemanagement service is very part-time and offered little future. For the rest, a degree of continuity, and stability, and very welcome in these shifting times. As always I want to thank all the staff, past and present, who make this such a happy and productive workplace.

Violetta Walsh

## 1996 ANNUAL REPORT
## ADMINISTRATIVE STAFF

When A Burns asked/told me to report on EAPA vouchers and Tax Help Program for the AGM, I was stunned, and since then, I have been sitting here and thinking of what to write.

Energy Accounts Payments Assistance Scheme

The Centre has been involved with EAPA (Energy Accounts Payments Assistance Scheme) since the scheme was introduced in 1988 with an initial budget of $5m. EAPA replaced the Baseline Scheme which was initiated to ensure universal access to electricity as an essential of modern life. The purpose of EAPA is to assist financially disadvantaged people with their electricity bills so that disconnection and its consequences can be avoided.

Financial assistance is given through $30 vouchers which are distributed to people seeking assistance following an assessment by the Centre's admin staff. In previous years the Centre has been able to maintain EAPA assistance until the next lot of vouchers were issued by the Office of Energy (Sydney). This year, however, the demand for assistance has been overwhelmingly high, and our supply of EAPA vouchers was exhausted by mid November. Welfare agencies throughout the Hunter region are all experiencing the strain that the ever increasing number of people seeking welfare assistance is having on limited community resources.

The MRC is pleased to have had such a long association with the EAPA Scheme, that it can, in some small way, continue to assist those less privileged at times of need.

From January to October of this year, the Centre has assisted approximately 297 clients with EAPA vouchers on 368 occasions. Nineteen percent (19%) of the Centre's clients have been to the Centre on more than one occasion seeking assistance.

Due to a shortage of admin staff, the Centre have put aside one day a week, that is Wednesday, to assist those clients.

Tax Help Program

Another scheme that the Centre has been involved with since 1988 is the Tax Help Program. Every year, the Centre assists people of NESB and low income earners to complete their taxation returns. Among the 5 Tax Help volunteers, the Centre was able to assist about 300 clients from July to October. Some of them have been coming since 1988.

While the Centre is a busy workplace throughout the year, the rewards from satisfied clients is more than words can describe. And because this is our first report, we wish to thank all the staff for their support, and looking forward to our continuing association next year.

Tima Oto/Carla Bekker

# ANNUAL REPORT 1996
# COMMUNITY PROJECT OFFICER

## Introduction

1996 has been a very busy and challenging year for me. My work plan has shifted its focus from Youth Sector to Refugee/Humanitarian Entrants and thus bulk of my work is related to this new direction. Immigration casework continues to be demanding and community development work is very diverse, encompassing activities targeting to improve access to services of our target group. The geographical area this project covers include: Newcastle/Lake Macquarie, Lower and Upper Hunter and Central Coast.

## Projects Related to Refugees/Humanitarian Entrants

* **Hunter Refugee Support Network** - the overall aim of this Network is to monitor, review and report on settlement services in the area, organise special activities, support CRSS groups and address any issues of concern related to the refugees of our region. The membership of this group is diverse and includes ethno-specific workers, mainstream community and departmental workers, refugees, church and CRSS groups, as well as interested individuals.

Activities undertaken this year by the network and facilitated by me were as follows:

- Two consultations on Refugee Settlement Services. One was conducted in Newcastle and one on the Central Coast. Both were well attended and extremely successful.
- Refugee Week celebrations - in Newcastle and in Gosford. In Newcastle over 200 people enjoyed the Ecumenical Service, photographic exhibition and entertainment on the night, In Gosford the celebrations included entertainment, supper and informal sharing of experiences by local refugees.
- Facilitated 5 workshops in preparation for the Refugee Night exhibition.
- Organised an information session for the CRSS groups.
- At present, the Network is facilitating the formation of Generalist Community Resettlement Support Scheme group in order to assist refugees of different backgrounds, religious affiliation or mixed marriages.

## Immigration Case Work

| | Last Year | This Year |
|---|---|---|
| Face to Face Consultations | 68 | 148* |
| Telephone Inquiries | 163 | 286* |
| Different backgrounds | 25 | 35 |

* Number of cases and telephone inquiries escalated as from August 1996.

## Community Development

* **Orientation Program** for the Central Coast. This year this program was conducted in Wyong for newly arrived migrants. Its aim is to give new arrivals to the area, an understanding of rights and responsibilities, as well as knowledge of services available to them and how they can be accessed. This program was well received, which indicates the importance and relevance of the program.

* **Hunter Area Co-ordination Grant Steering Committee** - this committee has completed its task and produced a model to facilitate the consultation process within the human services sector. My involvement ensured that the NESB communities are part of this model.

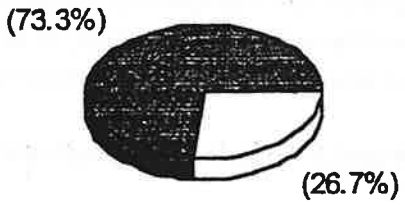
* **This Project given support to the following services during 1996:**

**In Newcastle:**

Hunter Community Council
Hunter Refugee Support Network
Rehabilitation Service - Migrant Access Committee
Refugee Resettlement Services Working Group
Hunter Area Grant Co-ord. Committee
Mental Health Migrant Access Committee
Hunter Institute of Technology
Lake Macquarie Community Resource Centre
Mater Hospital Migrant Access Committee
John Hunter Hospital Multicultural Committee
Lake Macquarie Disaster Welfare Committee
Newcastle Youth Development Officer
Castle Personnel Service
Community/Refugee Housing Project
Youth Crime Prevention Advisory Committee
Inter-Departmental Committee on Youth Affairs
Hunter Water Board Consultative Forum
Hunter Migrant Interagency
Youth Interagency
Lake Macquarie Interagency
Port Stephens Interagency
Cessnock Interagency

**On the Central Coast:**

Central Coast Action Committee
NESB Issues Interagency
Gosford Interagency
ITRAC Access & Equity Committee
Anti- Discrimination Forum
C.C. Languages Sub-Committee
SAAP Project - Training Session
Refugee Week Committee




This graph shows support given by this project to services in two different regions- Newcastle 73.3% and Central Coast 26.7% of total time allocated.

## Personal Development

This year I have completed the following courses:

Computer Skills - Advanced
Community Development - Advanced
Submissions & Report Writing
Program Planning & Evaluation

To end my report, I would like to thank the staff and the Management Committee for their support throughout the year.

Irina Lupish

# Community Resource Worker - 1996 Annual Report

The new core position of Community Resource Worker with Humanitarian Entrants commenced in late February this year, and has a two-fold focus:

(i) to facilitate the settlement and integration of refugees and humanitarian entrants into the Lower Hunter through case co-ordination.

(ii) to provide employment support and training information to new arrivals in the Lower Hunter, in particular refugees and humanitarian entrants.

It is a job-shared position, with Pat Dring filling the welfare role for 3 days / week, and Cathy Johnston the employment role for 2 days / week.

**Focus (i) - Case Coordination**

**Total No. of clients assisted:** **62**
*(Feb - Oct 1996)*
*(5 out-of-target clients were also assisted)*

**Total No. of client consultations:** **113**

**Countries of Origin:**

| *Country* | *No. of Clients* | *Country* | *No. of Clients* | *Country* | *No. of Clients* |
|---|---|---|---|---|---|
| Bosnia - Herzegovina | 55 | Macedonia | 2 | Vietnam | 2 |
| Peru | 1 | Latvia | 1 | Uruguay | 1 |

**Main problems presented:**

| *Problem* | *No. of instances* | *Problem* | *No. of instances* |
|---|---|---|---|
| Housing | 32 | Financial Hardship | 26 |
| Interpreting / translating | 5 | English Language Classes | 7 |
| Information | 7 | Child-care | 5 |
| CES | 5 | Education | 6 |
| Dept. Social Security | 15 | Health | 4 |
| Legal | 3 | Medicare | 2 |
| Depression | 1 | Austudy | 1 |

**Services provided:**

| *Service* | *No. of Instances* | *Service* | *No. of Instances* | *Service* | *No. of Instances* |
|---|---|---|---|---|---|
| Advocacy | 27 | Information given | 25 | Referrals | 27 |
| Assistance with forms | 15 | Agency visits | 4 | Counselling | 2 |

The majority of client referrals came through our GIA worker Miza Torlakovic, and Dubravka Vasiljevic, who was on a placement at the Centre. Dubravka is also an accredited interpreter, and provided valuable and much appreciated assistance in this area.

## Focus (ii) - Employment Support and Training Information

**Total No. of clients assisted:** **34**
*(Feb - Oct 1996)*
*(10 out-of-target clients were also assisted)*

**Total No. of client consultations:** **88**

**Countries of Origin:**

| *Country* | *No. of Clients* | *Country* | *No. of Clients* | *Country* | *No. of Clients* |
|---|---|---|---|---|---|
| Cook Islands | 2 | Chile | 1 | Europe | 4 |
| Former Yugoslavia | 28 | Japan | 1 | Peru | 1 |
| Portugal | 1 | Samoa | 1 | Sri Lanka | 2 |

**Main problems presented:**

| *Problem* | *%* | *Problem* | *%* |
|---|---|---|---|
| English Language difficulties | 85% | Job Applications | 10% |
| Unemployment | 98% | | |

**Major Barriers to employment as identified by clients:**

- Lack of recognition of previous training / experience.
- Insufficient English language assistance.
- Lack of suitable training programs with a vocational English component.

**Services provided:**

| *Service* | *% of Clients* | *Service* | *% of Clients* | *Service* | *% of Clients* |
|---|---|---|---|---|---|
| Assistance with forms / letters | 50% | Document translation /recognition | 10% | Referral to training programs | 15% |
| Referral to jobs | 10% | Resume preparation / Information | 95% | Work Experience | 6% |

**Information Sessions at Community Organisations:**

| | | | |
|---|---|---|---|
| Hunter Community College - | 2 | TAFE - | 3 |
| Adult Migrant Education Service - | 3 | Migrant Resource Centre - | 3 |

**Community Networks serviced:**

- Migrant Interagency
- DEET Ethnic Service Providers
- Hunter Adult Migrant Education Coordinating Committee
- Community Refugee Settlement Scheme

This position has been very rewarding. It is a joy to work with people who are so highly motivated, with so many skills and invaluable experience. Extremely frustrating, given the economic climate and local labour market conditions. My thanks also to Miza Torlakovic and Dubravka Vasiljevic who have provided such tireless support at all times.

Pat Dring & Cathy Johnston

## 1996 ANNUAL REPORT
## COMMUNITY DEVELOPMENT WORKER - GRANT IN AID - LEVEL 3

***Introduction***

Several major issues have demanded more time from this project through the last 12 months. These have included meeting increased demands in the climate of raised awareness by government and non government organisations that people of NESB have settled in rural areas. This has led to the MRC, through the GIA Community Development Worker, contributing to a number of statewide policy making committees as government departments redraw their access and equity strategies to meet their responsibilities in areas outside of Sydney.

Other issues included the need to respond to government change, as the Department of Immigration and Multicultural Affairs office closed in Newcastle, as well as to respond to the public debate on immigration and the value of multiculturalism brought about by the federal member for Oxley.

***Service Planning***

Service planning demanded about a quarter of the workload available. This included the launch of the Clustering Service in the Hunter and the development of whole school anti-racism and multicultural initiatives projects.

This area of work has involved mentoring a number of projects which lie in the northern and western regions of NSW and some locally. Support work with Wellington and Bathurst Neighbourhood Centres has created a great deal of awareness of the needs and issues affecting people of NESB in those areas. This also aided the expansion of the NSW Health Interpreting Services to the Central West as well as to the North Coast of NSW. A major outcome for Bathurst has been its acquisition of an Ethnic Affairs Commission community partnership project which will improve service development in the Central West. Projects at Coffs harbour, Woolgoolga and Lightning Ridge are also mentored from Newcastle.

Support has been given to the ongoing work of our Community Visitors Scheme as well as to a number of local HACC projects. Planning for schools to enable them to initiate their multicultural initiative and anti-racism projects has been undertaken in diverse areas like Singleton, Taree, Forster, Cooranbong and Adamstown.

***Policy Development***

Policy development has included working with the Aged and Disability Department of NSW, the Department of Community Services at both a state and area level, as well as with the Commonwealth Departments of Immigration and Multicultural Affairs, Health and Human Services, Social Security, Employment, Education, Training and Youth Affairs, the Ethnic Affairs Commission, Newcastle City Council as well as with non government organisations like the Royal Blind Society and the NRMA. Work with the state departments has led to the development of statewide policies in Access and Equity while work with commonwealth departments has been through a range of contributions on advisory committees. Much of this work tends to be of a long term development process.

***Networking***

This has included maintaining links and supporting workers and groups at Lismore, Forster, Taree - Wingham, Singleton as well as colleagues involved with statewide based organisations like the Carers Association, the Multicultural Disability Unit, the Youth Action Policy Association and various TAFE Multicultural Co-ordinators.

Other work covers the networking on Rural Issues group as developed by NCOSS, the many issues on people of NESB which are the focus of the North Coast Migrant Workers Network, working with services on the Central Coast at Wyoming, the Entrance and Wyong as well as other services at Armidale, Moree and Tamworth.

Maintaining contact with many organisations is vital in advancing the issues and needs of people of NESB, especially to enhance their well being. Contact with other organisations helps. For example, participation in a number of forums has meant you are contacted to contribute article or papers to meetings, newsletters, etc. This year a paper was given to the Community Broadcasters Conference held at Casino in Northern NSW, while the Rural Women's Network sought an article on women's issues for their newsletter issue on Cultural Diversity. Direct help can also be given to individuals through the use of network contacts such as that given to a new arrival from Israel living in western NSW and to many individuals on the north coast and in the far and central west.

***Public Awareness Training***

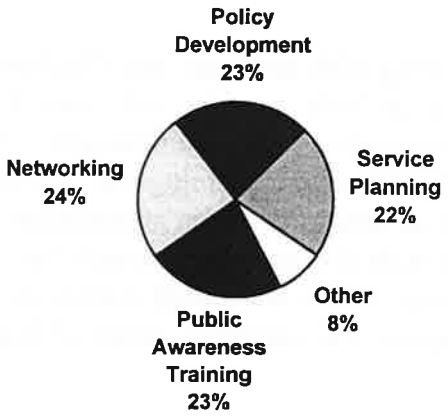
Public awareness training has been given to many organisations as part of their ongoing training to improve the skills of staff. This has included cultural awareness training for refuge workers on the Central Coast, DSS staff in the Hunter Area and in the Central West, for teachers at a number of schools as part of staff development and to the Royal Blind Society for similar purposes.

Public awareness sessions have also been given to students at TAFE, to many school students, to trainees in various 'working with the elderly' courses and to welfare support services like Homestart.

***Other Work***

All work areas are shown in the pie graph below. The section 'Other' includes meeting with the Minister of Immigration and Multicultural Affairs as well as working with groups like the Croatians, Bosnians, Women's Network and Latin Americans to assist them with group formation. Support was also given to managing two students on placement from TAFE - Ray Caves and Matthew Foster.

***Graph 1: Workload by type of work***




***Migration Agent Work***

Over sixty cases of migration support involving sponsorship, tourist and other visas have also formed part of the workload. This includes face to face and telephone work .

## Annual Report 1996 - GIA II - Community Welfare Worker

*Funded by the Department of Immigration and Multicultural Affairs*

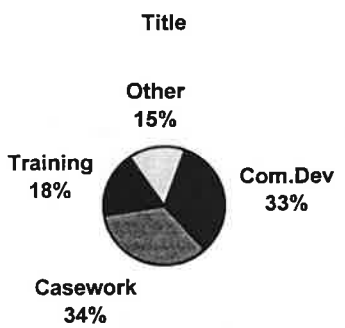
During 1996 I have worked with 376 clients including 98 new clients this year, covering Newcastle and the Hunter as well as Central Coast.

They come from 37 diverse geographic and cultural backgrounds. However, large groups of clients come from the former Yugoslavia (Bosnia). The backgrounds of the new clients are shown in Table I.

**TABLE -I - NEW CLIENTS FOR 1996**

| NEWCASTLE | | CENTRAL COAST | |
|---|---|---|---|
| Macedonian | 4 | Hungarian | 1 |
| Iran | 1 | Bosnian | 10 |
| Peru | 1 | Egypt | 2 |
| Bosnian | 7 | Hong Kong | 1 |
| Serbian | 7 | Slovak | 1 |
| Fiji | 1 | Croatian | 2 |
| Poland | 1 | Chinese | 7 |
| Croatian | 3 | Serbian | 1 |
| Hungarian | 1 | Yugoslav | 1 |
| Thai | 6 | Indian | 1 |
| Malaysia | 3 | Columbian Speakers | 5 |
| South American | 1 | Philippine | 1 |
| Vietnamese | 5 | Indonesian | 2 |
| Filipino | 3 | Serbian | 1 |
| Turkish | 1 | New Zealand | 1 |
| Indonesian | 4 | Russian | 2 |
| Chinese | 1 | Holland | 1 |
| Russian | 1 | | |
| Greek | 2 | | |
| Ukrainian | 2 | | |
| Arabic 11 | 2 | | |
| Afghanistan | 1 | | |
| **TOTAL** | **58** | **TOTAL** | **40** |

**FIGURE I**




Referrals come from MRC, other agencies both government and non government as well as self referral.

My work for the last year includes the following: Case work, Centre based & outreach; community involvement: group work training. Figure I shows the breakdown of my workload.

Casework

Issues affecting clients were diverse and sometimes complex. These ranged from assisting clients who are victims of domestic violence, who required emergency accommodation, access to the arranging of financial and legal support, and providing general information. My work also includes referral to other appropriate agencies, and counselling and settlement issues. General linguistic support was provided where necessary using TIS or face to face interpreters. Liaison and networking

activity was a high priority in advocating on behalf of clients. The client base was quite significantly female, some 85% of all client contact.

Groupwork

This year I was involved with a range of groups: A Bosnian Women's Support Group has been established and they meet once a month at the MRC. I am also supporting a Bosnian Support Group at the Central Coast who also meet once a month, they also participate in Central Coast Ethnic Community radio on a weekly basis. I have initiated meetings with the large Chinese population on the Central Coast who are interested in forming a Chinese Women's Group as well as a Chinese Association on Central Coast. I will continue to develop and support each group as required. I am also supporting a Multicultural Support Group at the Entrance.

The Migrant Women's Assistance Network established in January 1995, is an organisation for all women of non English speaking background. The Network needs to expand membership and more women participation in promoting the service to other ethnic and mainstream community organisations, and service providers.

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

- STARTTS - Workshop in Sydney
- Community Info Session by Refugee Review Tribunal - Sydney
- Service Providers Forum - Central Coast
- Dealing with Adolescent - MRC
- DIMA - on overseas post
- DEETYA - Steve Thompson - MRC
- Cultural Awareness at ITRAC
- Welfare Info Session - MRC

Community Networking

Participated in a range of forums and networks to promote issues of concern to my client group and to share information which will support my work. Forums include:

- Migrant Women Assistance Network
- DSS Migrant Advisory Community Forum
- Newcastle Domestic Violence Court
- Bosnian Women's Support Group - Central Coast
- The Entrance Multicultural Support Group
- Department of Immigration and Multicultural Affairs
- Hunter Refugee Support Network
- Refugee Week - Newcastle
- MRC Casework Meeting
- Bosnian Women's Support Group - Newcastle
- Refugee Week - Central Coast
- Chinese Women's Support Group - Central Coast

The DSS Migrant Access Committee meeting has been greatly valued in helping to improve my skills and keep abreast of change. Similarly, work with DIMA and the reps network has been very important due to the large number of Bosnians and other former Yugoslavian among the new arrival group.

Immigration Casework

I also work as a registered Migration Agent assisting more than 113 people with their migration problems, consultations and numerous phone calls. Numbers have increased since the closure of the local DIMA office. Clients come from 15 different language groups. Bosnian, Sri Lankan, Somalian, Serbian, Vietnamese, Dutch, Thai, Australian, Polish, Slovakian, Macedonian, Egyptian, Iranian, Somalian, Russian.

It has been a very busy stressful but rewarding year and my deep appreciation to the Coordinator, fellow staff and Management Committee for their support and assistance throughout the year.

Miza Torlakovic

# SPECIALIST MIGRANT PLACEMENT OFFICER

## ANNUAL REPORT 1996

*FUNDED BY THE MIGRANT SKILLS AND QUALIFICATION BRANCH*

Due to funding arrangements this report reflects the period from April until the end of October 1996.

**Media Coverage**

1996 has seen growth in clients from the Republic of the Former Yugoslavia. In most cases these people have required some form of recognition by a regulated or non-regulated authority. Only a few have succeeded in gaining full recognition. For example, most of the Engineers are accepted as graduate members. However, other professions such as Teachers, Nurses, Accountants, Lawyers, Marine Personnel, and trades such as Motor Vehicle Repair Trades etc unfortunately do not meet the requirements and are forced to seek employment in other areas using their transferable skills. This, coupled with English language difficulties, lack of Australian work experience and lack of skills required by Australian labour market, make access to employment limited.

*Mr and Mrs Koncar from former Yugoslavia*

At the time this photo was taken for the Newcastle Herald Mr and Mrs Koncar were unemployed. I am pleased to report they both have gained employment since then. The Koncar's worked extremely hard to overcome some barriers to gain employment.

## STATISTICAL OUTCOME
## KEY PERFORMANCE INDICATORS

From April until the end of October 1996. The statistical outcome for this period is as follows:

| | |
|---|---|
| -No. of clients to achieve full-time employment | 25 |
| -No. of clients to achieve part-time/casual employment | 20 |
| -No. of clients enrolled in long term training (ie 12 months) full-time | 3 |

## SECONDARY PERFORMANCE INDICATORS

| | |
|---|---|
| -No. of clients assisted | 171 |
| -No. of clients to achieve work experience placements | 12 |

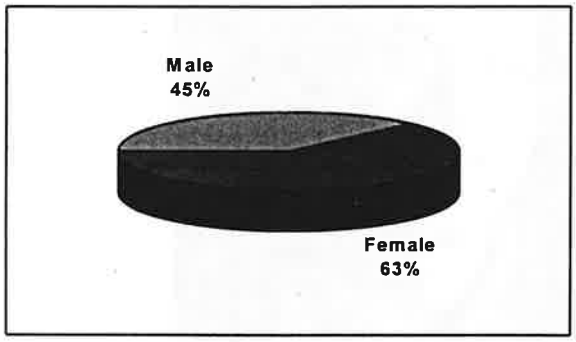
| OCCUPATIONS | | | | | |
|---|---|---|---|---|---|
| Accountant | 11 | Hairdresser | 1 | Social Worker | 3 |
| Clerical | 36 | Lecturer | 5 | Specialist | 1 |
| Dentist | 3 | Librarian | 2 | Swimming Coach | 1 |
| Doctor | 2 | Language Specialist | 6 | Small Business Proprietor | 2 |
| Engineer | 18 | Optometrist | 1 | Solicitor | 5 |
| Enrolled Nurse | 5 | Personal Carer | 36 | Teachers | 11 |
| ?? Engineer | 1 | Registered Nurse | 6 | | |

## TRADES

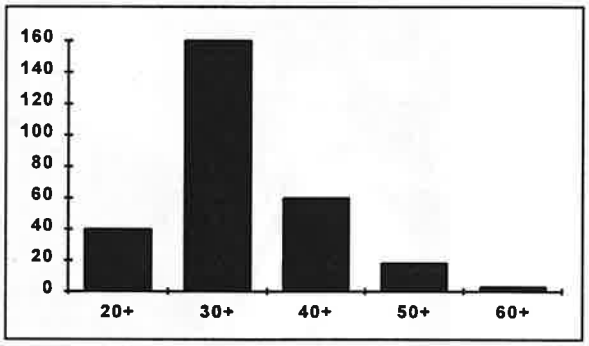
Auto Electrician
Builder
Blacksmith
Beautician
Carpenter
Dressmaker
Forklift Driver
Hydraulic Technician
Metal
Mechanic
Motor Vehicle Repair
Plumber

## CLIENT PROFILE

GENDER




AGE




## CLIENT'S ETHNIC BACKGROUND

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Belguim | 2 | Germany | 5 | Philippines | 45 | Sri Lanka | 4 |
| Bulgaria | 1 | Greece | 6 | Poland | 12 | Tonga | 4 |
| China | 33 | Italy | 5 | Pakistan | 4 | Turkey | 4 |
| Colombia | 4 | India | 36 | Russia | 2 | Thailand | 8 |
| Chile | 4 | Japan | 2 | Romania | 2 | U.K. | 2 |
| Dutch | 6 | Kenya | 2 | Peru | 2 | Vietnam | 4 |
| Egypt | 4 | Macedonia | 26 | Seoul Korea | 4 | Western Samoa | 6 |
| Former Yugoslavia | 52 | Malaysia | 4 | South Africa | 3 | | |
| Fiji | 6 | New Zealand | 18 | Spain | 8 | | |

GUY TAYLOR

## CONTRACTED CASE MANAGEMENT ANNUAL REPORT

**Funded by the Employment Services Regulatory Authority (ESRA)**

Case Management Services have now been provided by the Centre for 18 months. In that time, we have maintained our standing caseload of 50 clients, with the maximum allowed by ESRA, in our current contract, of 94. The case load is now managed by one person part-time while the Centre originally started with four part-time case managers.

Many forecast changes to the operation of case management raise concerns about access to support and equity in the distribution of funds for our clients in particular.

**Current Client Base** (as at 31.10.96) - **49**

**Country of Origin**

| *Country* | *No. of Clients* | *Country* | *No. of Clients* | *Country* | *No. of Clients* |
|---|---|---|---|---|---|
| El Salvador | 2 | Former Yugoslavia | 10 | Turkey | 1 |
| Uruguay | 1 | Macedonia | 2 | Vietnam | 6 |
| Australia | 11 | Egypt | 1 | Thailand | 2 |
| Philippines | 1 | Lithuania | 1 | Italy | 1 |
| Tonga | 1 | China | 2 | Samoa | 2 |
| Greece | 1 | Other European | 1 | Hong Kong | 1 |

While we are accredited by ESRA as a Specialist Case Manager for people from a non-English speaking background, other are still free to choose this agency, which accounts for the 11 Australian-born clients.

**Length of Unemployment**

Under 2 years - 24
2 - 5 years - 17
More than 5 years - 8

Many of the clients who have been unemployed for fewer than 2 years are attending English classes, either at AMES or TAFE. These figures include many of the recent refugee arrivals.

**English Level**

Nil - 14
Survival - 12
Good - 23

Competency in English is often used as a criterion for work readiness, so half of our client load are unlikely to be successful when applying for work with an English skill level of nil or survival.

**Activity Level**

Unemployed - 23
Part-time employment - 10
Part-time training - 10
Full-time training - 4
Inactive - 2

The majority of our clients follow a path from full-time English classes → part-time English / part-time vocational classes → work experience / part-time work → full-time training / full-time employment. This process may take a number of years - some clients, especially those who have been unemployed for many years , prefer to work part-time permanently, while still requiring the support of a case manager.

**Client referrals**

| | |
|---|---|
| Employment - | 10 |
| Training programs - | 7 |
| Language and literacy assessment - | 2 |
| Special Interest Courses (eg WEA) - | 1 |
| Home Tutor Scheme - | 2 |
| Volunteer Centre - | 4 |
| English classes - | 13 |
| Case management / monitoring - | 10 |

A number of clients have had different referrals to various activities.

**Service Provider Links**

DEETYA - Migrant Liaison Officer
TAFE - Multicultural Education Officer
Australian Business Limited - Mature Workers Program
Newcastle Regional Chamber of Commerce - Employment Officer
DSS - Migrant Liaison Officer

Regardless of the outcome of our tender, a continuing service will be provided to our clients until 30 November 1997.

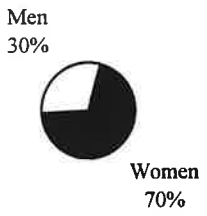
Cathy Johnston
Case Manager

## FAMILY SUPPORT WORKER 1996 ANNUAL REPORT

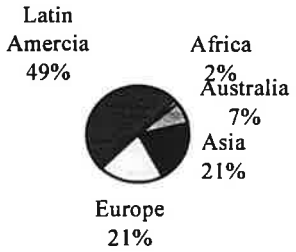
*Funded by Department of Community Services*

During the year, assistance was provided to 121 individual clients from 36 backgrounds. Almost half were recent arrivals to Australia - post 1990. Ninety five family clients were seen on an ongoing basis and the remaining 26 were assisted once only.

**GENDER**




**CLIENTS ETHNIC BACKGROUND**
**- World Region -**




**Referrals**

Referrals were received from the following sources:

- Self
- Family and Friends
- MRC staff
- Schools
- Department of Community Services
- Public Health Service
- Community Welfare Agencies
- Women Services

**Areas of Concern**

As the following table shows, the greater areas of concern were depression, language difficulties, family problems, isolation, and financial hardship. These issues inter-related in many cases.

| *Problem Area* | *No. of cases* | *Problem Area* | *No. of cases* |
|---|---|---|---|
| Depression | 84 | Education | 44 |
| Language | 81 | Social Security | 35 |
| Family | 69 | Housing | 26 |
| Isolation | 65 | CES / Employment | 25 |
| Legal (includes compensation) | 57 | Health (includes Medicare) | 25 |
| Financial Issues | 47 | Domestic Violence | 16 |
| Immigration (includes citizenship) | 45 | | |

Other problems included: illiteracy, bereavement, accidents, sexual abuse, harassment, dismissal, transport.

**Services Provided**

Efforts were made to achieve solutions or at very least alleviate the situations by:

- Providing counselling. This constituted the main service provided (225 cases).
- Advocating on behalf of clients (approx. 160 cases).
- Providing support through casework. This included home visits (47), agency visits eg. court (22), hospital visits (7).
- Providing information which would empower families to seek solutions.

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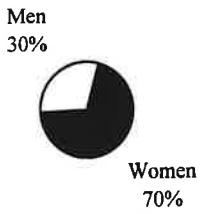


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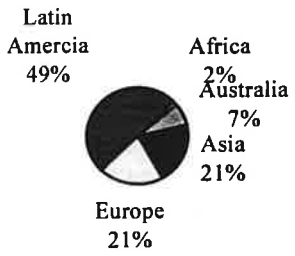
**- World Region -**

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- Providing support through casework. This included home visits (47), agency visits eg. court (22), hospital visits (7).
- Providing information which would empower families to seek solutions.

- Assisting families with Energy Accounts Payment Assistance (EAPA) vouchers and referrals to charitable organisations.
- Assisting families to gain access to relevant services, such as health, housing, legal, education and training.
- Providing budget counselling.
- Connecting families with other members of their communities.

**Liaison**

Part of my priorities are to liaise with organisations and agencies to provide awareness of migrant issues, culture and experiences. This is essential to improve access and equity of non-English speaking background families.

**Group Information Session**

A seminar on "Dealing with Adolescents" was organised in collaboration with other staff. The session was well attended by 28 parents who were provided with information for a better understanding of adolescent's behaviour, the problems they face and strategies to deal with them in a positive way.

**Court Support**

Pet, Miza and myself participate in the Domestic Violence Court Assistance Scheme (DVCAS) which operates at Newcastle and Wallsend local courts. This involves the presence of one of us at Newcastle Court on one Monday each month to provide assistance and support to victims of domestic violence.

**Family Support Service Association**

I became a member of the Family Support Services Association. This has allowed me to provide a better service to my clients as I regularly receive information that highlights key issues involved in the work of family support.

**Meetings and Training**

Throughout the year I attended regular meetings: MRC staff meetings, MRC caseworker meetings, Department of Social Security Hunter Migrant Advisory Committee meetings and Wallsend Welfare Network Meetings. Other meetings and training sessions attended during the year included:

- Immigration Information Session
- Wallsend Family Support Annual General Meeting
- Domestic Violence Court Support Training
- Working with Survivors Seminar
- Legal Issues Across the Life Span Seminar
- Multicultural Education Information Sessions
- Media Training Workshop

**Conclusion**

It has been a very rewarding and busy year. I would like to thank all the MRC staff for creating such a pleasant working environment and for their assistance. Special thanks to Violetta for her guidance and support and to Carla for all the help she has kindly given to me. Without their help my work would have been very difficult.

Marcela Sutcliffe

**1996 ANNUAL REPORT**
**Filipino Welfare Worker - Pet. M. C. Kelly**

*Funded by the Department of Community Services*

Once again, a busy year for me!

I have been in the service for four years now and the job continues to be extremely challenging. Most of the work I have undertaken during the year is diverse, complex and at times stressful.

I have, however, terrific support from my colleagues at the Centre and I would like to take this opportunity to thank everyone.

My work with the Filipino Community involves:

- Provision of information and referrals.
- Basic counselling.
- Direct casework management.
- Intervention and advocacy.
- Group interaction.
- Liaising with government and non-government departments and mainstream services.

During the year, I have assisted 285 people. As can be seen from the statistics, the service of information, advice and referral offered to individual clients forms a significant part of my work. Unemployment, domestic violence and legal matters predominate as problem areas. 1996 has seen an extensive demand in casework services, mostly to Filipino women and children in cross-cultural marriages who are in domestic violence situations and required emergency accommodation and access into a range of financial and legal institutions.

| *Problems Presented* | *No. of cases* | *Percentage* |
|---|---|---|
| Information / referral | 196 | 68 % |
| Legal | 32 | 11 % |
| Domestic violence | 30 | 10 % |
| Unemployment | 25 | 8 % |
| Housing / accommodation | 23 | 8 % |
| Immigration | 22 | 7 % |
| Education / training | 19 | 6 % |
| Depression / isolation | 19 | 6 % |
| Social Security / maintenance | 17 | 5 % |
| Marital conflict | 16 | 5 % |
| Separation / divorce | 15 | 5 % |
| Family conflict | 14 | 4 % |
| Language difficulties | 8 | 2 % |
| Illness | 6 | 2 % |
| Childcare | 5 | 1 % |

***Trainings, etc:***
Throughout the year, I took part in a wide range of seminars including:

- Changes to the Family Law Act.
- Immigration - Overseas Post operations.
- Department of Fair Trading - Community Workers Seminar.
- Anti-Discrimination Law and Advocacy.
- Legal Issues for Support Workers of children involved in court cases.
- Legal Issues across the life span - A workers perspective.
- Dealing with Adolescents.
- Hunter Housing Information Forum.
- Department of Social Security changes.
- Open Training and Education network Orientation.
- Media Training Workshop.
- Refugee Resettlement Consultation.

***Other Activities:***

- I was a member of the Advisory Committee of the Coordinator of the Hunter Domestic Violence Court Assistance Scheme representing non-English speaking background issues and concerns.
- I was invited to speak during the Department of School Education's Community Liaison Officers Development Day on the topic, "Cultural Factors Affecting the Student".
- I participated in the Human Rights Inquiry at the City Hall.
- I am a member of the Filipino-Australian Society of Hunter Valley Inc - Advisory Committee for two RAP Information Sessions.
- I had the opportunity to speak during the Inquiry into the operations of the Family Court Counselling Service in Newcastle.
- Regularly meet with Halina Turnbull of the Family Court for professional advice and consultation.
- I was invited to speak to a group of students at TAFE Nelson Bay on my role and of the MRC's services.
- I have assisted a dozen or so students from TAFE and various universities doing welfare degrees / courses in their research work relating to cross-cultural marriages / settlement issues.
- I have organised some sports and recreation activities for the Filipino community.

Altogether, I have had a hectic, but satisfying year. Finally, my warm thanks go to the MRC Management Committee for their continued support to the Filipino Welfare Project.

Pet Kelly

## 1996 ANNUAL REPORT
## (MAPS) RURAL ETHNIC INFORMATION NETWORK

In late '95 the Newcastle MRC was funded by DIMA under its MAPS to conduct a pilot project aimed at improving access to migrant settlement information for residents, and helping agencies, on the North and Central West of NSW.

The focus of the project was the use of available technology in an attempt to overcome the twin barriers of scarce personnel resources, and significant geographic distances.

Agencies were selected on the basis of geographic spread, demonstrated commitment to migrant and multicultural issues, and willingness and capacity to become involved.

The project strategies included the employment of a project officer, competent in Computer technology and familiar with information systems and able to train others, and of a part-time support worker to input information on the bulletin board for use by agencies.

The specific tasks undertaken by the project worker were:

i) Consultation with the selected agencies regarding their information needs.

ii) Installation of modems, in agency PC's and training in their use to access bulletin board.

iii) Liaise with Carelink to the input of information files in useable forms for down loading.

iv) Follow up monitoring of Bulletin Board use, and 'trouble shooting' as required.

The designated centres, Wellington, Bathurst, Lismore, Coffs Harbour and Wyoming were linked up with the Bulletin Board. The Centre also undertook to allocate clerical time (3hrs per week) to maintaining, and adding to information files, for the benefit of users. The Project's final and detailed report is now available.

We believe this project was a pilot project in the true sense of that description. It involved using new technology in an exciting and innovative way. The end results offer realistic solutions to the perennial problems of geographic disadvantage which have for so long retarded the development of national service delivery. Now established, the potential for other innovation is significant, for example, on-line training in cross cultural, and access and equity issues. It is a most logical and effective enhancement to the rural strategy initiatives already developed by DIMA, but ultimately cheaper and less marginal. It seeks to tap into the self motivation of mainstream services, by opening their options to information services, and at project's end we had considerable positive feedback that this motivation is there.

Chris Dodds
Project Officer

## Annual Report 1996 - Community Visitors Scheme

The MRC's Community Visitors Scheme (CVS) started in September 1993. The objective of the scheme was to improve the quality of life of Nursing Home Residents of NESB who are isolated through limited family and social contact. In the Hunter Valley, isolation is exacerbated by the dispersion of our migrants across many Nursing Homes.

The Hunter's dispersed ethnic population meant the CVS implementation was slow. Often isolated residents were unreachable by our volunteers. Further, because of differences between Federal and State funding, we were unable to provide visitors to some nursing homes, which had high need. However, changes have now been introduced by both governments and in 1996 we are now able to visit more residents as more Nursing Homes have been added to our list.

Table I outlines the number of visits conducted over the past year by our volunteers. As will be seen we have visited up to 20 residents through each month, although this will vary with respect to the state of the resident's health. However, through this period the median number of visits has been in the mid 40's.

**1995/96 Statistics:**

| Nursing Home | No people visited | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | **Tot** |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Garden Suburb | 1 | 5 | 4 | 1 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | vol | 3 | **42** |
| | 2 | | | 1 | 4 | 3 | 3 | 4 | 2 | 4 | 4 | sick | 4 | **27** |
| Kara | 1 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 6 | 4 | 5 | 2 | **50** |
| Learmonth Lodge | 1 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | | 4 | 4 | **52** |
| Maroba Lodge | **Visitor on Holiday** | | | | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | **21** |
| Mayfield | 1 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | **39** |
| Carey Bay | 1 | 2 | 2 | **Resident went to Belmont Nursing Home** | | | | | | | | | | **5** |
| Catherine of Sienna | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 6 | 2 | 2 | **29** |
| St Joseph | 1 | | | | | | | | | | 2<br>2 | 5<br>2 | 2<br>2 | **9**<br>**6** |
| Max Kolbe Hse | 1 | 2 | 5 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | vol | **33** |
| Max Kolbe Hse | 2 | 2 | 5 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | sick | **34** |
| Max Kolbe Hse | 1 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 2 | 3 | **38** |
| Max Kolbe Hse | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 2 | 3 | **39** |
| Max Kolbe Hse | 1 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | **28** |
| Max Kolbe Hse | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | **28** |
| Max Kolbe Hse | **Visitor on Holiday** | | | | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 3 | **23** |
| Max Kolbe Hse | **Visitor on Holiday** | | | | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 3 | **23** |
| Max Kolbe Hse | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 3 | 2 | **26** |
| Max Kolbe Hse | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 3 | 2 | **27** |
| Max Kolbe Hse | 1 | | | | | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | **15** |
| **TOTAL** | **21** | **36** | **43** | **35** | **49** | **43** | **45** | **49** | **52** | **60** | **58** | **51** | **46** | **598** |

As many of our volunteers are over the age of 60 I often wonder who would be willing and able to take care of my volunteers when the time arrives that they need a helping hand. In the mean time I would like to thank those volunteers for all the wonderful work they do throughout the year. A big hug from this Santa Claus.

Ann Dupree

## Hunter Region Circuit Breaker

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

Telephone 049 623742
Fax 049 695441

**Hunter Region Circuit Breaker is funded by the New South Wales State Government overseen by the Department of Training and Education Co-ordination. It is sponsored in the Hunter by the Migrant Resource Centre and the Newcastle Police & 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. One of the aims of the Circuit Breaker programme is to provide a facility for the assistance of young NESB people in the areas of Literacy, Numeracy, Personal Development, Self Esteem, Study Skills and Job Search Skills. It also aims at stopping these young people from leaving school prematurely and thereby not fulfilling their potential in both studies and employment.

The current programme of Circuit Breaker (Project 6 in the Hunter) is funded by the N.S.W. Government through the Department of Training and Education Co-ordination to operate throughout the 1996/1997 financial year. The programme is once again sponsored by the Migrant Resource Centre of Newcastle and the Hunter Inc. and the Newcastle and District Police Community Youth Club.

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

On Monday, 24 June, 1996 35 students graduated from the 1995/1996 Project . The Graduation ceremony was well attended by clients, families and friends. We were delighted to see a excellent representation of local politicians, school officials, principals and teachers in attendance. Each of the graduates received their Circuit Breaker Certificate of Achievement. In addition, six clients received a special certificate for Attendance, Attitude and Commitment. As has become usual in the Hunter, a large number of local High Schools and a wide range of Ethnic backgrounds were represented.

This is my second project as Course Co-ordinator. Project 6 commenced with recruitment during July, 1996 and in August the 1996/1997 Circuit Breaker Project started afternoon sessions with

51 students from 13 local high schools and over 20 different Ethnic backgrounds. At present this group of young people is developing as a unit and showing signs of increasing their self esteem and their commitment to all aspects of the Project. Some work is still to be done to ensure that these young people as the groups before them, uphold the good name that Circuit Breaker is establishing in the Hunter.

I look forward to continuing with Project 6 as the current clients are showing every indication of developing into another group that is truly dedicated to Circuit Breaker and its ideals.

(Mrs) Chris Byrne
Course Co-ordinator.

## REGULAR CENTRE USAGE:

- Bosnian Women's Support Group
- Circle of Friends of Latin America
- COASIT Italian Classes.
- Community Options - Dementia Carers Support Group
- Ethnic Choral Society
- Filipino Association of Newcastle
- Filipino Australian Society of the Hunter Valley Inc.
- Filipino Language School
- Greek Macedonian Brotherhood
- Hamilton Happy Walkers Club
- HEYAN
- Hippocrates Association
- Hungarian Group
- Hunter Refugee Support Network
- Indian Association
- International Choir
- Latvian Relief Society
- Lettesi Association
- Mabuhay Committee
- Macedonian Cultural Group
- Macedonian Youth Club
- Migrant Women's Assistance Network
- Newcastle Estonian Society
- Austral Slovenian Society "Tivoli" Newcastle Inc.
- Samoan Women's Group
- SPICE Community
- TAFE Outreach English Classes
- Tongan Choir
- Tongan Community
- Tongan Women's Group
- United Macedonian Students Association
- United Nations

## OCCASIONAL:

- Anti-Racism Forum Committee
- Bosnian Radio Committee
- Community Project Officer Collective
- DEET Ethnic Services Meeting
- DIEA Network Meetings
- DIEA Information Sessions
- DSS Hunter Migrant Access Committee
- DSS Information Sessions
- Ethnic Communities Council of Newcastle (ECC)
- ECC - Small Ethnic Neighbour Aid Project.
- HAAS Consultations
- Hunter Adult Migrant Education Coordinating Committee
- Migrant Interagency
- Migrant Women's Assistance Network
- MRC and ECC Community Visitors Scheme Volunteers
- MRC Forum
- Refugee Week Committee
- TAFE Information Sessions
- Tax Help Training
- Youth Crime Prevention Committee

## USAGE BY CENTRE BASED PROJECTS - 1995:

- Case Manager - Job Club
- Hunter Parents and Teachers Association of Community Language Schools
- NEIS Pilot Program
- Pacific Islanders Welfare Project - Tongan and Samoan
- Spanish Welfare Project - Part-time
- "Welcome to the Hunter" Orientation Program (CPO)
- Various group information sessions and seminars.

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

**FOR THE YEAR ENDED**

**30 JUNE 1996**

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

## CONTENTS

**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 1996

The Directors present their report together with the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Ltd for the year ended 30 June 1996 and the auditors' report thereon.

## Directors

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

| | |
|---|---|
| Henry Chan | William Simanowsky |
| Peter Hicks | Cecelia Soumastre |
| Alina Kizeweter | Kerry Stoud |
| Lani Larson | Traje Trajanovski |
| Trudy Mills-Evers | Zoran Vasiljevic |

## Principal Activities

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

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

## Result

The operating loss amounted to $57,407 (1995: $11,521).

## Review of Operations

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

## Dividends

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

## State of Affairs

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

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

**DIRECTORS' REPORT**
**FOR THE YEAR ENDED 30 JUNE 1996**

**Events Subsequent to Balance Date**

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

**Likely Developments**

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

**Directors' Benefits**

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

Signed in accordance with a resolution of the Directors:

W. Swanson

Director

22.10.96

Dated

Director

22.10.96

Dated

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

## PROFIT AND LOSS ACCOUNT
## FOR THE YEAR ENDED 30 JUNE 1996

| | Note | 1996 $ | 1995 $ |
|---|---|---|---|
| **Operating surplus/(loss)** | 2 | (57,407) | (11,521) |
| Accumulated funds at the beginning of the financial year | | 176,821 | 188,342 |
| **Accumulated funds at the end of the financial year** | | 119,414 | 176,821 |

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

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

## BALANCE SHEET AS AT 30 JUNE 1996

| | Note | 1996 $ | 1995 $ |
|---|---|---|---|
| **CURRENT ASSETS** | | | |
| Cash | 5 | 190,535 | 329,914 |
| Receivables | 6 | - | 499 |
| Other | 7 | 4,195 | - |
| **Total current assets** | | 194,730 | 330,413 |
| **NON-CURRENT ASSETS** | | | |
| Property, plant and equipment | 8 | 36,861 | 43,647 |
| **Total non-current assets** | | 36,861 | 43,647 |
| **Total assets** | | 231,591 | 374,060 |
| **CURRENT LIABILITIES** | | | |
| Creditors and borrowings | 9 | 43,559 | 136,842 |
| Provisions | 10 | 53,325 | 27,043 |
| **Total current liabilities** | | 96,884 | 163,885 |
| **NON-CURRENT LIABILITIES** | | | |
| Provisions | 10 | 15,293 | 33,354 |
| **Total non-current liabilities** | | 15,293 | 33,354 |
| **Total liabilities** | | 112,177 | 197,239 |
| **Net assets** | | 119,414 | 176,821 |
| **MEMBERS' FUNDS** | | | |
| Retained profits | | 119,414 | 176,821 |
| **Total members' funds** | | 119,414 | 176,821 |

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

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

## STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 30 JUNE 1996

| | Note | 1996 $ | 1995 $ |
|---|---|---|---|
| **Cash Flows From Operating Activities** | | | |
| Cash receipts in the course of operations | | 586,002 | 742,638 |
| Cash payments in the course of operations | | (728,137) | (735,822) |
| Interest received | | 9,406 | 9,239 |
| **Net cash provided by operating activities** | 12 | (132,729) | 16,055 |
| **Cash Flows From Investing Activities** | | | |
| Payments for property, plant and equipment | | (6,650) | (10,270) |
| **Net cash provided by investing activities** | | (6,650) | (10,270) |
| **Net increase (decrease) in cash held** | | (139,379) | 5,785 |
| **Cash at the beginning of the financial year** | 12 | 329,914 | 324,129 |
| **Cash at the end of the financial year** | 12 | 190,535 | 329,914 |

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

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1996

## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

### Basis of Preparation

The financial statements are a general purpose financial report which has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views, the Corporations Law and Schedule 5 to the Corporations Regulations.

They have been prepared on the basis of historical costs and except where stated, do not take into account changing money values or current valuations of non-current assets.

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

### Income Tax

The company is not liable for income tax.

### Non-Current Assets

The carrying amounts of all non-current assets are reviewed to determine whether they are in excess of their recoverable amount at balance date. If the carrying amount of a non-current asset exceeds the recoverable amount, the asset is written down to the lower amount.

### Property, Plant and Equipment - Note 8

*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.

## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

**Employee Entitlements**

*Annual Leave*

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

*Long Service Leave*

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

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

*Superannuation Fund*

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

**Grants**

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

## 2. OPERATING LOSS

**(a) Operating Revenue and Expenses:**

Operating loss has been arrived at after including:

**Operating revenue**

| | 1996 $ | 1995 $ |
|---|---|---|
| Grants received | 666,138 | 721,724 |
| Interest received or due and receivable from: | | |
| Other persons or corporations | 9,406 | 9,239 |
| Other operating revenue | 19,888 | 12,861 |
| | 695,432 | 743,824 |

| | 1996 $ | 1995 $ |
|---|---|---|
| **2. OPERATING LOSS (Continued)** | | |
| **Operating Expenses** | | |
| Depreciation of: | | |
| Property, plant and equipment | 13,436 | 13,847 |
| Amounts set aside to: | | |
| Provision for annual leave | 8,724 | 4,555 |
| Provision for long service leave | (503) | 8,203 |
| Provision for relief worker | - | 1,225 |
| **3. AUDITORS' REMUNERATION** | | |
| Amounts received or due and receivable by the Auditors of the company for: | | |
| Auditing services | 11,475 | 10,077 |
| **4. GEOGRAPHICAL SEGMENTS** | | |
| The business operates in the provision of welfare services industry in Australia. | | |
| **5. CASH** | | |
| Cash at building society | 86,994 | 297,960 |
| Short term deposits | 103,541 | 31,954 |
| | 190,535 | 329,914 |
| **6. RECEIVABLES** | | |
| **Current** | | |
| Sundry debtors | - | 499 |
| **7. OTHER ASSETS** | | |
| **Current** | | |
| Prepayments | 4,195 | - |
| **8. PROPERTY, PLANT AND EQUIPMENT** | | |
| Leasehold improvements, at cost | 20,190 | 20,190 |
| Less: Accumulated amortisation | (16,704) | (15,513) |
| | 3,486 | 4,677 |

| | 1996 $ | 1995 $ |
|---|---|---|
| **8. PROPERTY, PLANT AND EQUIPMENT (Continued)** | | |
| Equipment, at cost | 99,835 | 93,185 |
| Less: Accumulated depreciation | (66,460) | (54,215) |
| | 33,375 | 38,970 |
| Total property, plant and equipment, at net book value | 36,861 | 43,647 |
| **9. CREDITORS AND BORROWINGS** | | |
| **Current** | | |
| Grants in advance | 26,555 | 127,078 |
| Sundry creditors | 9,004 | 3,766 |
| Accrued expenditure | 8,000 | 5,998 |
| | 43,559 | 136,842 |
| **10. PROVISIONS** | | |
| **Current** | | |
| Provision for annual leave | 33,430 | 24,706 |
| Provision for long service leave | 17,558 | - |
| Provision for relief worker | 2,337 | 2,337 |
| | 53,325 | 27,043 |
| **Non-Current** | | |
| Provision for long service leave | 15,293 | 33,354 |

## 11. COMMITMENTS

The estimated maximum amount of commitments not provided for in the financial statements as at 30 June 1996 are:

**Rent Expense Commitments**

| | | |
|---|---|---|
| Future operating lease rentals not provided for in the financial statements and payable: | | |
| Due not later than one year | 35,233 | 32,895 |

## 12. NOTES TO THE STATEMENT OF CASH FLOWS

### (I) Reconciliation of cash

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

| | | 1996 $ | 1995 $ |
|---|---|---|---|
| Cash | 5 | 86,994 | 297,960 |
| Short term deposits | 5 | 103,541 | 31,954 |
| | | 190,535 | 329,914 |

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

| | | |
|---|---|---|
| Operating profit | (57,407) | (11,521) |
| Add (less) items classified as investing/ financing activities: | | |
| Add (less) non-cash items: | | |
| Depreciation | 13,436 | 13,847 |
| Net cash provided by operating activities before change in assets and liabilities | (43,971) | 2,326 |
| Change in assets and liabilities during the financial year: | | |
| (Increase)/decrease in trade debtors | 499 | 8,510 |
| (Increase)/decrease in prepayments | (4,195) | - |
| (Decrease)/increase in trade creditors | 5,238 | (9,704) |
| (Decrease)/increase in provisions | 8,221 | 13,983 |
| (Decrease)/increase in accrued expenditure | 2,002 | 1,397 |
| (Decrease)/increase in grants in advance | (100,523) | (457) |
| Net cash provided by operating activities | (132,729) | 16,055 |

## 13. RELATED PARTY DISCLOSURES

**Directors**

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

| | |
|---|---|
| Henry Chan | William Simanowsky |
| Peter Hicks | Cecelia Soumastre |
| Alina Kizeweter | Kerry Stoud |
| Lani Larson | Traje Trajanovski |
| Trudy Mills-Evers | Zoran Vasiljevic |

## 14. LIMITED BY GUARANTEE

Each member of the company undertakes to contribute to the property of the company in the event of its being wound up while he is a member or within one (1) year after he ceases to be a member for payment of the debts and liabilities of the company contracted before the time at which he ceases to be a member and the costs, charges and expenses of winding up for an adjustment of the rights of contributories among themselves such amount as may be required not exceeding ten ($10) dollars.
As at the 30 June 1996 the total number of members was 68 (1995 - 114).

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

## STATEMENT BY DIRECTORS

1. In the opinion of the Directors of Migrant Resource Centre of Newcastle and Hunter Region Limited:

   (a) the financial statements set out on pages 3 to 11 are drawn up so as to give a true and fair view of the results and cash flows for the financial year ended 30 June 1996, and the state of affairs at 30 June 1996 of the company; and

   (b) at the date of this statement, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

2. The financial statements have been made out in accordance with applicable Australian Accounting Standards.

Signed in accordance with a resolution of the Directors:

M. Smarosky — 22.10.96

Director — Dated

22.10.96

Director — Dated

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

**Scope**

We have audited the financial statements of Migrant Resource Centre of Newcastle and Hunter Region Limited for the financial year ended 30 June 1996, consisting of the profit and loss account, balance sheet, statement of cash flows, accompanying notes and the statement by Directors, set out on pages 3 to 12. The company's Directors are responsible for the preparation and presentation of the financial statements and the information they contain. We have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the company.

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

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

**Audit Opinion**

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

(a) so as to give a true and fair view of:

i) the state of affairs of the company at 30 June 1996 and the results and cash flows of the company for the financial ended on that date; and

ii) the other matters required by Divisions 4, 4A and 4B of Part 3.6 of the Corporations Law to be dealt with in the financial statements;

(b) in accordance with the provisions of the Corporations Law; and

(c) in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

KPMG
Chartered Accountants

P A Mather
Partner

Newcastle,
22 October, 1996.

**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 15 to 32 is in accordance with the books and records of Migrant Resorce Centre of Newcastle and Hunter Region Limited which have not been subjected to the auditing procedures applied in our statutory audit of the company for the Migrant Resource Centre of Newcastle and Hunter Region Ltd ended 30 June 1996. It will be appreciated that our statutory audit did not cover all details of the additional financial information. Accordingly, we do not express an opinion on such financial information and no warranty of accuracy or reliability is given.

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

KPMG
Chartered Accountants

Newcastle,
22 October, 1996.

**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 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| **Income** | | |
| Grants received | 666,138 | 721,724 |
| Administration fees | 3,250 | 4,500 |
| Donations received | 1,637 | 481 |
| Membership fees | 62 | 370 |
| Photocopying | 1,885 | 1,858 |
| Fees for service | 8,150 | - |
| Sundry income | 4,904 | 5,652 |
| Interest received | 9,406 | 9,239 |
| Total income | 695,432 | 743,824 |
| **Expenses** | | |
| Accommodation | 3,460 | 2,452 |
| Advertising | 326 | 2,499 |
| Auditor's remuneration | 11,475 | 10,077 |
| Bank charges | 1,385 | 1,230 |
| Catering, functions etc. | 4,578 | 2,913 |
| Cleaning | 3,097 | 3,277 |
| Conference and seminar expenses | - | 180 |
| Consultancy fees | 21,196 | 14,750 |
| Client fees | 1,895 | 3,022 |
| Depreciation | 13,436 | 13,847 |
| Donations | - | 209 |
| Electricity | 3,353 | 2,988 |
| Filing fees | - | 230 |
| Hire of equipment | 2,700 | - |
| Insurance | 939 | 1,047 |
| Interpreting fees | 93 | 316 |
| Legal costs | - | 724 |
| Library | 5,185 | 153 |
| Office Supplies | 5,298 | 6,870 |
| Petty cash expenses | - | 240 |
| Photocopier expenses | 2,582 | 785 |
| Postage | 3,827 | 3,792 |
| Printing and stationery | 1,881 | 5,423 |
| Programme costs | 4,732 | 4,331 |
| Promotion | 242 | - |
| Provision for annual leave | 8,724 | 4,555 |
| Provision for long service leave | (503) | 8,203 |
| Provision for relief worker | - | 1,225 |
| Rates and taxes | 1,408 | 1,965 |
| Refund of surplus funds | 1,095 | - |
| Rent | 45,245 | 47,934 |
| Repairs and maintenance | 878 | - |
| *Carried forward* | 148,527 | 145,237 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996<br>$ | 1995<br>$ |
|---|---|---|
| *Brought forward* | 148,527 | 145,237 |
| Specialist training expenses | - | 854 |
| Sundry expenses | 8,930 | 5,527 |
| Superannuation contributions | 22,099 | 17,641 |
| Telephone | 18,415 | 17,768 |
| Training | 16,130 | 36,866 |
| Travelling expenses | 25,192 | 23,096 |
| Wages | 496,617 | 495,094 |
| Work experience costs | 10,675 | 10,413 |
| Workers compensation | 6,254 | 2,849 |
| Total expenses | 752,839 | 755,345 |
| **Operating surplus/(loss)** | (57,407) | (11,521) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***MIGRANT RESOURCE CENTRE*** | | |
| **Income** | | |
| Grants received | 256,234 | 222,378 |
| Administration fees | 87,986 | 44,167 |
| Donations received | 1,637 | 481 |
| Membership fees | 62 | 370 |
| Photocopying | 1,885 | 1,858 |
| Sundry income | 1,977 | 1,693 |
| Interest received | 5,538 | 3,589 |
| Computer equipment transferred | 6,651 | |
| Management fee | | 2,500 |
| **Total income** | 361,970 | 277,036 |
| **Expenses** | | |
| Accommodation | 1,202 | 362 |
| Advertising | 326 | 1,985 |
| Audit fees | 11,475 | 10,077 |
| Bank charges | 458 | 360 |
| Catering, functions etc. | 4,056 | 2,493 |
| Cleaning | 3,097 | 2,757 |
| Consultancy fees | 300 | - |
| Depreciation | 13,436 | 13,847 |
| Donations | - | 209 |
| Electricity | 3,353 | 2,988 |
| Filing fees | - | 230 |
| Insurance | 939 | 1,047 |
| Interpreting fees | 93 | 123 |
| Legal costs | - | 724 |
| Library | 5,150 | 153 |
| Office Supplies | 5,298 | 6,870 |
| Petty cash expenses | - | 240 |
| Photocopier expenses | 2,582 | 785 |
| Postage | 3,827 | 3,572 |
| Printing and stationery | 1,881 | 5,115 |
| Provision for annual leave | 11,003 | (2,972) |
| Provision for long service leave | 1,829 | 6,020 |
| Rates and taxes | 1,408 | 1,965 |
| Rent | 45,245 | 47,934 |
| Repairs and maintanence | 878 | - |
| Sundry expenses | 2,760 | 1,535 |
| Superannuation contributions | 8,499 | 4,936 |
| Telephone | 18,415 | 17,755 |
| Training | 971 | 3,477 |
| Travelling | 5,061 | 2,700 |
| Wages | 175,997 | 148,305 |
| Workers compensation | 6,254 | 2,849 |
| **Total expenses** | 335,793 | 288,441 |
| **Operating profit/(loss)** | 26,177 | (11,405) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***COMMUNITY VISITORS SCHEME*** | | |
| **Income** | | |
| Grants received | 10,523 | 10,634 |
| Sundry income | - | 100 |
| Interest received | 167 | 153 |
| **Total income** | 10,690 | 10,887 |
| **Expenses** | | |
| Administration fees | 1,840 | 1,230 |
| Bank charges | 57 | 36 |
| Provision for annual leave | 613 | (316) |
| Provision for long service leave | 126 | 116 |
| Sundry expenses | 235 | 131 |
| Travelling expenses | 2,401 | 4,161 |
| Wages | 5,771 | 5,679 |
| **Total expenses** | 11,043 | 11,037 |
| **Operating profit/(loss)** | (353) | (150) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***GRANT IN AID NUMBER ONE*** | | |
| **Income** | | |
| Grants received | 53,067 | 52,443 |
| Sundry income | 390 | - |
| Interest received | 185 | 196 |
| **Total income** | 53,642 | 52,639 |
| **Expenses** | | |
| Accommodation | 2,023 | 1,981 |
| Bank charges | 112 | 99 |
| Catering, functions etc. | 430 | 420 |
| Conference and seminar expenses | - | 20 |
| Printing and stationery | - | 115 |
| Programme costs | 780 | - |
| Provision for annual leave | 3,319 | 2,388 |
| Provision for long service leave | 98 | 2,033 |
| Sundry expenses | 537 | 62 |
| Superannuation contributions | 2,176 | 1,600 |
| Telephone | - | 13 |
| Training | 100 | 304 |
| Travelling expenses | 3,713 | 5,123 |
| Wages | 44,652 | 43,938 |
| **Total expenses** | 57,940 | 58,096 |
| **Operating profit/(loss)** | (4,298) | (5,457) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***MIGRANT ACCESS PROJECT SCHEME*** | | |
| **Income** | | |
| Grants received | 35,000 | - |
| Sundry income | 34 | - |
| Interest received | 245 | - |
| **Total income** | 35,279 | - |
| **Expenses** | | |
| Administration fees | 4,950 | - |
| Bank charges | 59 | - |
| Computer equipment | 6,651 | - |
| Sundry expenses | 521 | - |
| Superannuation contributions | 974 | - |
| Travelling expenses | 1,630 | - |
| Wages | 20,007 | - |
| **Total expenses** | 34,792 | - |
| **Operating profit/(loss)** | 487 | - |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***GRANT IN AID NUMBER TWO*** | | |
| **Income** | | |
| Grants received | 44,675 | 43,297 |
| Sundry income | 245 | - |
| Interest received | 288 | 210 |
| **Total income** | 45,208 | 43,507 |
| **Expenses** | | |
| Administration | 5,000 | - |
| Bank charges | 91 | 90 |
| Conference and seminar expenses | - | 20 |
| Interpreting fees | - | 65 |
| Library | 35 | - |
| Programme costs | 310 | - |
| Provision for annual leave | 821 | 702 |
| Provision for long service leave | 595 | (2,412) |
| Sundry expenses | 32 | 160 |
| Superannuation contributions | 1,534 | 1,486 |
| Training | 957 | 142 |
| Travelling expenses | 4,366 | 4,503 |
| Wages | 31,410 | 38,414 |
| **Total expenses** | 45,151 | 43,170 |
| **Operating profit/(loss)** | 57 | 337 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***EMPLOYMENT SERVICE REGULATORY AUTHORITY*** | | |
| **Income** | | |
| Grants received | 12,000 | - |
| Fees for service | 8,150 | - |
| Sundry income | 104 | - |
| Interest received | 237 | - |
| **Total income** | 20,491 | - |
| **Expenses** | | |
| Bank charges | 7 | - |
| Hire of equipment | 2,700 | - |
| Superannuation contributions | 255 | - |
| Wages | 12,476 | - |
| **Total expenses** | 15,438 | - |
| **Operating profit/(loss)** | 5,053 | - |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***MULTICULTURAL DEVELOPMENT PROGRAM*** | | |
| **Income** | | |
| Grants received | 17,230 | 38,500 |
| Interest received | 253 | 1,032 |
| **Total income** | 17,483 | 39,532 |
| **Expenses** | | |
| Administration fees | 17,177 | 6,205 |
| Bank charges | 45 | 81 |
| Cleaning | - | 191 |
| Programme costs | 1,201 | 169 |
| Provision for annual leave | (1,635) | 121 |
| Provision for long service leave | (866) | 595 |
| Superannuation contributions | 530 | 1,228 |
| Training | - | 20 |
| Travelling expenses | 695 | 848 |
| Wages | 14,836 | 33,074 |
| **Total expenses** | 31,983 | 42,532 |
| **Operating profit/(loss)** | (14,500) | (3,000) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***SPANISH WELFARE*** | | |
| **Income** | | |
| Grants received | - | 14,000 |
| Interest received | 35 | 125 |
| **Total income** | 35 | 14,125 |
| **Expenses** | | |
| Bank charges | 20 | 21 |
| Provision for annual leave | - | 1,077 |
| Provision for long service leave | - | 131 |
| Sundry expenses | 46 | 16 |
| Superannuation contributions | 221 | 184 |
| Travelling expenses | 16 | 220 |
| Wages | 4,815 | 7,127 |
| **Total expenses** | 5,118 | 8,776 |
| **Operating profit/(loss)** | (5,083) | 5,349 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***FILIPINO*** | | |
| **Income** | | |
| Grants received | 43,977 | 41,188 |
| Sundry income | 85 | - |
| Interest received | 215 | 162 |
| **Total income** | 44,277 | 41,350 |
| **Expenses** | | |
| Administration fees | 8,057 | 5,357 |
| Accommodation | 65 | - |
| Bank charges | 87 | 95 |
| Cleaning | - | 110 |
| Programme costs | 714 | 975 |
| Provision for annual leave | 1,554 | (654) |
| Provision for long service leave | 626 | 614 |
| Provision for relief worker | - | 1,225 |
| Sundry expenses | 1,161 | 38 |
| Superannuation contributions | 1,560 | 1,101 |
| Training | - | 70 |
| Travelling expenses | 1,556 | 1,422 |
| Wages | 32,266 | 30,574 |
| **Total expenses** | 47,646 | 40,927 |
| **Operating profit/(loss)** | (3,369) | 423 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***MATURE WORKER*** | | |
| **Income** | | |
| Grants received | 28,350 | 34,650 |
| Sundry income | 200 | 100 |
| Interest received | 128 | 213 |
| **Total income** | 28,678 | 34,963 |
| **Expenses** | | |
| Administration fees | 1,000 | - |
| Bank charges | 57 | 66 |
| Conference and seminar expenses | - | 140 |
| Client fees | 800 | 2,200 |
| Postage | - | 145 |
| Printing and stationery | - | 194 |
| Sundry expenses | 322 | - |
| Superannuation contributions | 845 | 466 |
| Training | 10,060 | 10,290 |
| Travelling expenses | 624 | 209 |
| Wages | 21,630 | 13,443 |
| **Total expenses** | 35,338 | 27,153 |
| **Operating profit/(loss)** | (6,660) | 7,810 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***WORKPLACE*** | | |
| **Income** | | |
| Grants received | 35,861 | 31,712 |
| Sundry income | 50 | - |
| Interest received | 566 | 1,243 |
| **Total income** | 36,477 | 32,955 |
| **Expenses** | | |
| Administration fees | 8,738 | 5,454 |
| Accommodation | 170 | - |
| Advertising | - | 142 |
| Bank charges | 75 | 110 |
| Catering, functions etc. | 92 | - |
| Consultancy fees | 7,011 | - |
| Client fees | 291 | 375 |
| Management fee | - | 2,500 |
| Postage | - | 75 |
| Promotion | 242 | - |
| Provision for annual leave | (1,420) | (2,017) |
| Provision for long service leave | 2 | (2,135) |
| Sundry expenses | 60 | 150 |
| Superannuation contributions | 786 | 1,217 |
| Training | 485 | 228 |
| Travelling expenses | 741 | 452 |
| Wages | 23,159 | 35,177 |
| **Total expenses** | 40,432 | 41,728 |
| **Operating profit/(loss)** | (3,955) | (8,773) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996<br>$ | 1995<br>$ |
|---|---|---|
| ***NEIS PROGRAM*** | | |
| **Income** | | |
| Grants received | 22,950 | 24,000 |
| Sundry income | - | 100 |
| Interest received | 269 | 83 |
| **Total income** | 23,219 | 24,183 |
| **Expenses** | | |
| Administration fees | 3,617 | - |
| Bank charges | 14 | 10 |
| Consultancy fees | 5,900 | 13,000 |
| Sundry expenses | 657 | - |
| Training course | 2,154 | 22,000 |
| **Total expenses** | 12,342 | 35,010 |
| **Operating profit/(loss)** | 10,877 | (10,827) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***SPECIALIST MIGRANT PLACEMENT OFFICER NUMBER ONE*** | | |
| **Income** | | |
| Grants received | 26,807 | 50,807 |
| Sundry income | 1,680 | 3,340 |
| Interest received | 386 | 374 |
| **Total income** | 28,873 | 54,521 |
| **Expenses** | | |
| Transferred to SMPO #2 | 3,420 | - |
| Administration fees | 2,950 | 6,526 |
| Accommodation | - | 109 |
| Advertising | - | 372 |
| Bank charges | 131 | 73 |
| Cleaning | - | 219 |
| Client fees | 804 | 447 |
| Programme costs | - | 35 |
| Provision for annual leave | - | 1,973 |
| Provision for long service leave | 880 | 204 |
| Sundry expenses | 710 | 128 |
| Superannuation contributions | 2,306 | 2,125 |
| Training | 400 | 120 |
| Travelling expenses | 2,114 | 566 |
| Wages | 43,799 | 48,270 |
| **Total expenses** | 57,514 | 61,167 |
| **Operating profit/(loss)** | (28,641) | (6,646) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***SPECIALIST MIGRANT PLACEMENT OFFICER NUMBER TWO*** | | |
| **Income** | | |
| Transferred from SMPO #1 | 3,420 | |
| Grants received | 4,336 | - |
| Interest received | 167 | 687 |
| **Total income** | 7,923 | 687 |
| **Expenses** | | |
| Administration fees | - | 2,480 |
| Consultancy fees | 7,985 | 1,750 |
| Specialist training expenses | - | 854 |
| Training | 488 | - |
| **Total expenses** | 8,473 | 5,084 |
| **Operating profit/(loss)** | (550) | (4,397) |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***GET STARTED*** | | |
| **Income** | | |
| Grants received | 40,484 | 125,668 |
| Sundry income | - | 220 |
| Interest received | 508 | 1,018 |
| **Total income** | 40,992 | 126,906 |
| **Expenses** | | |
| Administration fees | 21,772 | 9,665 |
| Bank charges | 138 | 189 |
| Programme costs | 1,590 | 2,953 |
| Provision for annual leave | (2,193) | 3,365 |
| Provision for long service leave | (2,675) | 2,555 |
| Refund of surplus funds | 1,095 | - |
| Sundry expenses | 851 | 3,248 |
| Superannuation contributions | 1,588 | 2,375 |
| Travelling expenses | 1,757 | 1,282 |
| Wages | 40,423 | 65,357 |
| Work experience costs | 10,675 | 10,413 |
| **Total expenses** | 75,021 | 101,402 |
| **Operating profit/(loss)** | (34,029) | 25,504 |

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

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

**STATEMENT OF OPERATIONS**
**FOR THE YEAR ENDED 30 JUNE 1996**

| | 1996 $ | 1995 $ |
|---|---|---|
| ***FAMILY SUPPORT*** | | |
| **Income** | | |
| Grants received | 34,644 | 32,447 |
| Sundry income | 139 | 99 |
| Interest received | 219 | 154 |
| **Total income** | 35,002 | 32,700 |
| **Expenses** | | |
| Administration fees | 9,635 | 2,750 |
| Bank charges | 34 | - |
| Interpreting fees | - | 128 |
| Programme costs | 137 | 199 |
| Provision for annual leave | (3,338) | 888 |
| Provision for long service leave | (1,118) | 482 |
| Sundry expenses | 1,038 | 59 |
| Superannuation contributions | 825 | 923 |
| Training | 515 | 215 |
| Travelling expenses | 518 | 1,610 |
| Wages | 25,376 | 25,736 |
| **Total expenses** | 33,622 | 32,990 |
| **Operating profit/(loss)** | 1,380 | (290) |

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