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Our Mission Statement

The Canterbury Bankstown Migrant Resource Centre works with and represents a diversity of communities and individuals through the provision of high quality community services.

Our Objectives

- To identify and address the needs of people of Non-English Speaking Backgrounds (NESB) in the local government areas, paying particular attention to special needs groups within NESB communities.
- To identify and address gaps in services and resources for people of NESB in the local area.
- To resource NESB communities.
- To provide information, referral and advocacy services to NESB individuals and groups using a community development model.
- To promote and monitor access and equity among government & non-government organizations.
- To promote the planning and co-ordination of relevant services and to organize multicultural activities in the area.
- To monitor and evaluate the services provided by the MRC to ensure that they are relevant to the needs of NESB people.
- To establish close links with other NSW MRC's and relevant peak groups to work on issues of common concern.
- To encourage representative participation of target groups in the activities and management of the Centre.
- To provide a supportive, safe and equitable workplace which promotes the delivery of the above objectives and professional development of staff.

Chairperson's Report

I am very honoured to present the Canterbury Bankstown Migrant Resource Centre's (CBMRC) Annual Report 2004. This is my first report as Chairperson of this long-standing, leading and specialist non-profit community organization. The details contained in the Annual Report confirm the strong commitment of the team as evidenced by the various initiatives and Centre Statistics. I encourage you to take an interest in our activities by reading this report.

The CBMRC gets busier and busier with each passing year. In 2004 the CBMRC maintained a very active presence in the region through a range of community capacity building initiatives and via representation on key committees. The CBMRC continues to provide specialist and very high quality settlement, immigration and tenancy services from both our Campsie office, our newly established Bankstown Office and outreach work.

Our DIMIA funded CSSS projects have consolidated activities with catchments going beyond the Canterbury Bankstown region. These projects include: specific targeting of small and emerging communities, humanitarian entrants and refugees post-IHSS and a generalist Arabic project. Very valuable initiatives have been developed through this funding and due to the hard work and innovation of the CBMRC team and specifically the workers.

A very innovative project being implemented, is Project STAP – Pacific Islander Mentoring. This initiative came to fruition after much planning and with the kind support of the Canterbury Bulldogs. We are fortunate to be able to run this in partnership with the Samoan Advisory Council, Wiley Park Public School, parents and mentors.

This year the CBMRC took a very forward-looking approach to our organisational development by instigating strategic planning with ongoing attention directed to several key areas. This process has been very exciting and has culminated in new funding proposals being submitted as well as the Centre consolidating work in Quality Assurance and Governance.

The Centre continues to comply with detailed reporting and accountability requirements having received positive feedback from our funding bodies but most importantly from our clients and community members. I would like to thank our funding bodies including: the Department of Immigration, Multicultural and Indigenous Affairs, the Office of Fair Trading, Canterbury Bulldogs, NSW Community Relations Commission, Bankstown City Council, Canterbury City Council, Canterbury Hurlstone Park RSL Club, NSW Community Development Support Expenditure Scheme (Bankstown) and the NSW Department of Aging, Disability and Home Care.

The Centre continues to comply with detailed reporting and accountability requirements having received positive feedback from our funding bodies but most importantly from our clients and community members.

In closing, I would like to thank my colleagues on the Management Committee for their support, commitment and dedicated interest in the CBMRC. You can be assured that your knowledge, experience and wisdom are valued and we hope you will remain involved in 2005. Last but not least, a big thank you to our Job Share Centre Coordinators for working well, often under pressure as well to the CBMRC team for their determination, passion and commitment to client focused service delivery of the highest possible standard.

Pauline Gallagher
Chairperson

Centre Coordinator's Report

It is always with great satisfaction and pleasure that we reflect on the year's achievements and challenges. 2004 has been another highly productive and demanding year with continued work in the key areas of settlement services, tenancy, immigration, community development, community education, representation, policy reform, special projects, partnerships and strategic implementation initiatives.

The Centre is managed on a day to day basis through a Job Share model with this approach allowing CBMRC to benefit from a diversity of skills, interests and sector contacts, whilst maintaining standardisation across decision making and governance issues. The Centre has become very well equipped to respond with flexibility to a range of demands on our time and attention.

Some of the more recent and progressive initiatives of the CBMRC, that we would like to mention, include:

- Continuing monthly CBMRC staff and sessional worker peer supervision
- In-servicing and reviewing the CBMRC Policies & Procedures Manual and addressing related Governance issues
- Establishing our very active Grants Working Group
- Establishing our Strategic Implementation Working Group with "expert" involvement
- Initiating quarterly meetings with DIMIA re: implementation of settlement work plans
- Officially opening the CBMRC Bankstown Office located at NSW AMES premises
- Implementing standardised and consumer friendly Quality Assurance mechanisms
- Developing and auspicing Project STAP – Pacific Islander Mentoring Project
- Hosting visits to CBMRC by local members of Parliament, Senator Amanda Vanstone and local Mayors
- Launching the "Before You Rent" Booklet
- Developing formal partnership projects with a range of key agencies in the areas of women's health, family services, domestic violence, community housing, fair trading issues, roads and traffic issues, community

harmony, employment preparation and mentoring

- Holding a joint Open Day with NSW AMES at Bankstown
- Re-launching the Civics Education Training Project with the Bankstown Area Multicultural Network
- Hosting very well attended African Refugee Youth Round-table Meeting

Of course, we continue to run Youth Camps, Women's Self-Help Groups, English classes, Multicultural Playgroup, Job Club and other such activities, These assist to ease people's isolation and hence improve their settlement prospects.

We are very grateful for the dedication of our Management Committee who willingly give of their time in steering the CBMRC with a positive spirit.

The Southern Sydney Tenancy, Advice and Advocacy Service (SSTAAS) has continued to provide specialist advice very efficiently and with positive feedback received from a range of stakeholders. The team has managed complex change encountered this year and their professional approach has allowed for this. They were very happy to have a new and much-improved workspace and we thank them for their patience with strong and dedicated leadership from the team Coordinator, Roxana Rascon.

The Centre has successfully managed three DIMIA funded settlement projects with workers going above and beyond the call of duty in juggling heavy caseloads, some complex cases, community education, committee work and always meeting accountability requirements with positive results. We can not neglect to mention the hard work of our core staff who ensure the smooth operation of the CBMRC, carry out committee work, meet financial and reporting commitments, provide a "public face" for CBMRC and take a very active interest and role in community capacity building projects.

We would like to thank our DIMIA Consultant, Elena Sanchez, for her advice and support throughout the year. We are very grateful for the dedication of our Management Committee who willingly give of their time in steering the CBMRC with a positive spirit. Our Chairperson, Pauline Gallagher's passion for the inherent strength of communities and her energy and commitment are very much appreciated.

We of course would like to thank the many consumers of our services for entrusting us to help with improving their life situations. The

CBMRC team, sessional workers, students, partner agencies and colleagues who work closely with the Centre and offer their support do not go unnoticed and to them we say thank you!

The CBMRC remains ever optimistic about our future and we believe that the innovative work we have seeded this year will come to fruition in 2005.

***Esta Paschalidis-Chilas
Violet Roumeliotis
Coordinators***

Administration and Coordination

At the Canterbury Bankstown Migrant Resource Centre, there is never such a thing as a "quiet" month! As soon as one exciting event or project is nearing completion, our committed team is busily preparing to embark on another.

2004 has been a remarkably busy year for everyone at the CBMRC. In early April of this year, the Centre conducted a weeklong "Quality Assurance" evaluation where each client was invited to provide feedback & suggestions about our service. Outcomes of the survey were very positive & extremely useful as they identified what we do well and also highlighted ways of improving service provision.

In May, CBMRC held its annual "Open Day", in partnership with NSW AMES and took the opportunity to officially launch the new Bankstown Office to students, local residents and service providers in the region. Vibrant celebrations and multicultural performances combined with important and practical information ensured the event was a great success for all involved. Although the Bankstown Office is still relatively new, it has proven to be a well-needed initiative for local residents and its success continues to grow week by week.

The CBMRC team has actively been involved in 2 sessions of "Team Development" with an external

Facilitator, where strengths, weaknesses and differing group dynamics were discussed and explored. Following on from a successful strategic planning day earlier in the year.

The CBMRC team also took part in an intense "Policy & Procedures Manual" in-service which spanned over several months. Sections of the Manual were dissected, revised and updated and it is anticipated that the final product will be made available by the end of the year.

Several new staff have been warmly welcomed. Nicole Hammond joined the team as the new Client Contact Officer at reception, replacing Genevieve Moa, whom we sadly farewell. Claudette Elaro joined the Tenancy team and Losena Fuko was given the opportunity to coordinate the implementation of project STAP for young Pacific Island students. We also welcomed Anita Franjeh who is coordinating the development of the CBMRC Resource Library and our central filing system improvements.

Some existing Staff roles have changed. Maggie Moa is again the Community Project Officer; Miguel Ferrero is the newly appointed Small & Emerging Communities' Worker and Laura Abboud is the Assistant Coordinator of the Centre.

Without fail, our Sessional Workers play a vital role in the success of our Centre and it is with great pride we note that we have over 25 sessional blocks per week – with 15 bi-lingual Sessional Workers currently assisting their local communities. We are anticipating additional Sessional services will be provided from our Centre early next year, we just need to find more space!

We are proud of the new publication in which our Centre was heavily involved. In September, our SSTAAS with funding from the Office of Fair Trading, successfully launched the “Before you Rent” booklet, with the Hon. Reba Meagher MP doing the honours. The booklet aims to assist newly arrived migrants & refugees renting for the first time and will be translated into many community languages in the near future.

Our Centre was also involved in a project with the Roads & Traffic Authority, in which our Centre information brochure was re-designed (with helpful maps & transport information) to assist & encourage commuters & clients to reach our

Centre via train, bus, walking or cycling. Our involvement in this partnership lead to the production of the new colour brochure now being used on a day-to-day basis.

The Centre itself is soon to have a “facelift” with painting, new kitchenette & upgrading offices & meeting rooms scheduled to take place before the end of the year. Our Resource Library is also nearing completion, thanks to the skills of Anita Franjeh, our proficient Librarian.

We would like to acknowledge the efforts of our work & student placements: Joan Nagina, Jessy Tannous, Mini Gunawan, Noni Heather. As well to mention our casual relief worker **David Gacs** who is helping us with Centre statistical collation.

In all, 2004 has been a year overflowing with activity, achievements, dedication and enthusiasm. Thank you to all whom made such achievements possible.

Laura Abboud
Assistant Coordinator



MRC staff



Team building day!

Client Services

Southern Sydney Tenants' Advice & Advocacy Service

This year the SSTAAS team continued seeing increasing numbers of clients. The casework is also more complex, with clients facing extremely difficult circumstances due to increased poverty, lack of adequate housing and lack of support systems for tenants with mental health concerns.

In terms of casework, we have won some battles that have given us back our faith in social justice, something we struggle to keep as we see more and more breaches by landlords in the private and public housing market.

Case 1:

One of the highlights of the year was against a strong, wealthy corporate landlord, a developer, who attempted to evict his tenant in an unlawful manner. SSTAAS found out that the landlord and the landlord's agent had issued notices to terminate incorrectly, as well as uncovering the landlord's strategies to delay the process. SSTAAS represented the tenant and obtained a \$10,000 compensation and a settlement that the tenant returns vacant possession to the landlord.

Case 2:

We have also assisted an elderly woman living in a share-housing situation. She was being taken to the CTTT over unpaid rent (tenancy had already ended). It transpired that there were 3-4 other people living in the premises at different times although the names on the agreement remained the same. They all used to pay their share of the rent to one of the tenants who would in turn pay at the real estate office (this tenant was friends with the agent). Eventually the household started disintegrating over personal differences and some tenants moved out leaving only my client and the male tenant (the one in charge of paying the rent). Towards the end of the tenancy, the client found out that there were arrears of several thousand dollars. Although she had been paying all the time and as far as she knew, so had the other tenants, it

came out that the tenant who's responsibility it was to make the payments had been pocketing the money. After everyone vacated, the agent applied to the CTTT for orders for repayment of the rent. Unfortunately the client did not find out as the hearing notice had been sent to the old address. The agent was able to have a garnishee order enforced at the local court against only one of the other tenants when the client found out and applied for a rehearing. She also found out that no action had been taken against the tenant who had stolen the money so effectively, he was getting away with it scott free!!! Fortunately, the client had kept her own records of rent payments & was able to get a rehearing. She was also advised to take action for debt recovery at the local court against the other tenant. This case highlighted the complexities in share housing situations and lack of information in the general public amongst other things.

Case 3:

Mr. S is a Department of Housing occupant. Mr. S suffers from brain injury and finds difficulty in expressing his thoughts in a concise and logical order. Mr. S has been living in his premises for approximately 12 years. Mr. S had tried to inform the Department of the state of the premises since the beginning of the tenancy; however, his requests were not taken seriously by the Department. The premises continued to deteriorate until Mr. S approached our service. We discovered that there were multiple chronic repair issues including the rotting of the bathroom wall, lack of bath and shower facility for several weeks, exposed electrical wiring, chronic mould growth throughout the whole of the premises, peeling paint on both wall and ceiling, a 1cm crack on the lounge wall running from the ceiling down to the floor, broken windows, dislodged roof tiles, and rotting kitchen cupboards. SSTAAS immediately contacted the department on behalf of the tenant to advocate for all repairs to be dealt with immediately. An application for repairs and compensation was lodged into the CTTT. All repairs have now been carried out and Mr. S is very pleased with the state of his current home. The compensation claim by Mr. S is still pending although the Department has made an offer of settlement.

Case 4:

Ms. C is a single mother with 2 children. Ms. C had obtained a rent reduction at the CTTT during the course of her tenancy with the assistance/representation of our service. Ms. C had hence vacated the premises and provided the real estate agent with the proper notice. After the vacation there was no attempt by the agent to contact the tenant for a final inspection, or to sign any claim for bond form. In fact, there had been no contact between the tenant and agent after Ms. C's vacation at all. Ms. C was worried about whether she was able to get her bond refunded to her. Ms. C contacted our service to obtain advice on how to get her bond back. We advised Ms. C to lodge a claim for bond form. After lodging the form to the rental bond board, Ms. C received a call from the rental bond board that the bond money for the premises had already been paid out to the landlord. Upon further investigation, we found out that the rental bond board had received a claim for bond form with both parties signature authorising the full payment of the bond money to the landlord. Ms. C claims that she had never authorised such a claim and had never filled out such a form. Our service assisted Ms. C in making an application to the tribunal for orders that the full bond money plus interest be returned to Ms. C. Prior to the hearing, we obtained a copy of the claim for bond form from both the agent and the rental bond board and found discrepancies in the two forms. The form provided by the agent had only one signature-being the landlord's signature- and the other provided to us by the rental bond board had both the landlord's signature and what appeared to be the Ms. C's signature. We represented Ms. C at the Tribunal and to our surprise, the agent did not appear. We managed to obtain orders for the full refund of the rental bond and notified the Tribunal of our findings. The tribunal indicated that further investigation of the matter would take place.

Case 5:

Since the introduction of the Acceptable Behaviour Agreement, we have decided to include two Department of Housing matters involving 'nuisance and annoyance' claims by the Department of housing against tenants with a mental health concerns to indicate the difficulty that may arise as a result of the Department's application of the RTA. Both matters involve the termination of the Residential Tenancies Agreement by the Department. They will be dealt with below as case 5a and 5b.

Case 5a

This case involved Mr. Y, a Department of Housing tenant who suffers from schizophrenia. At the time Mr. Y was housed with the Department, the Department was aware of Mr. Y's condition. Mr. Y was housed amongst a crowded complex where the majority of residents were elderly tenants.

The Department made a claim to the tribunal for termination under s68(1)(b) On grounds that Mr. Y has caused injury to and is likely to cause injury to the landlord's agent. The alleged incident was an isolated one and one that occurred as a result of extenuating circumstances and there was no evidence that indicated further likelihood that Mr. Y will cause injury to others. Regardless of this, the Department pushed forward the termination and brought forward evidence in the form of statutory declarations from neighbouring elderly tenants complaining of noise and nuisance. These complaints did not relate to the original s68 application but merely indicated that neighbouring tenants were not satisfied with Mr. T's way of life and presence.

The matter was eventually dismissed after several hearings and Mr. Y was able to keep his tenancy.

Case 5b

Ms. Z suffers from schizophrenia and resides with her partner at a Department of Housing complex. The Department issued a notice of termination against Ms. Z for noise and nuisance. This allegation was again based on an isolated incident, which occurred as a result of what seems more like an isolated neighbourhood dispute, which began with some name-calling. The evidence indicates that Ms. Z was provoked by a group of young boys who often loiter around the neighbouring streets, one of the boys being the son of a particular neighbour. The dispute seems to have arisen as a result of a misunderstanding between the parties. Our service represented Ms. Z and her tenancy was saved.

This case demonstrates that in a neighbourhood dispute/argument it is difficult to ascertain the wrong party- that is, if there is any at all. It seems that sometimes it is only a case of which party is the first to report a dispute to the Department.

On this note, it would be interesting to see how the new Residential Tenancies Amendment (Public housing) Bill would be applied to cases such as the one above.

Case 6:

This case is about a Department of Housing tenant, single father with two teenage daughters, accused of using the property for illegal purposes. The Department applied to the CTTT for termination and possession of the premises. During a great part of the proceedings (which went for a number of months and involved two different SSTAAS Tenancy Workers and the SSTAAS Coordinator), the tenant was in gaol for an unrelated matter. We were able to successfully argue that the tenant, who had no previous record and had actually admitted to the offence as soon as he was arrested, would suffer undue hardship. SSTAAS was also very concerned about the welfare of his daughters if they were to become homeless. The CTTT took into account the fact that the tenant was someone who paid rent on time and always took excellent care of the premises as well as the fact that there were no complaints against him from neighbours and decided not to terminate the tenancy.

A variety of cases have been included here to demonstrate the work of SSTAAS and the special needs of our clientele. Housing is a basic need, the loss of a home has a marked and immediate impact on a person, as it can exacerbate or lead to a number of other issues such as gambling, drug and alcohol, crime or being a victim of assault. The traumatic consequences of these social issues can do permanent damage to a person's ability to succeed in life.

Settlement, Humanitarian and Refugee – Arabic CSSS Project

The aim of the project is to assist all Arabic-Speaking migrants, refugees and humanitarian entrants who reside in Canterbury-Bankstown region and Central Western Sydney, with particular emphasis on women. The project, funded by DIMIA, commenced in October 2002 with services being provided from CBMRC Campsie Office three days per week, one day per week from CBMRC Bankstown office and one day per week from Auburn MRC.

The provision of professional, efficient and accurate casework services offering advice and information is an essential aspect of the work

conducted. The key issues presenting are: income support, immigration, health, housing and accommodation, education and training, employment, English classes and other settlement related issues.

The project assists with general enquires and provides information and direct assistance through the completion of forms, referrals to government and community agencies and the provision of information and direct assistance in negotiating for services such as Department of Housing, community housing, job network, charities, Centrelink, DIMIA and others. Other assistance involves letter-writing, migration information and taxation issues.

The project has developed sound and useful links with IHSS services and other relevant agencies working with the same target group. This helps to avoid duplication of service whilst ensuring a coordinated and holistic response to the needs of the client. The project worker also closely case manages a number of the clients, meets regularly with key stakeholders and resources a Playgroup and Women's Group. Further, the project worker attends fortnightly support and supervision sessions with the CBMRC Centre Coordinator and attends CBMRC's monthly peer supervision sessions.

Humanitarian and Refugee Case Management (Post IHSS) Project

This Project began in October 2002 and is a DIMIA funded full time refugee and humanitarian entrant's specific position in CBMRC. The project assists newly arrived refugees and humanitarian entrants by providing direct services, information and referral, case management, community education, community support structures and representing issues to mainstream service providers in order to improve access for clients from communities with limited ethnic specific support workers. Including from Africa, Indian Subcontinent, Iraq, Bosnia and Iran. The project has implemented a youth friendly approach with a good number of young people seeking the support of the worker.

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The project has provided, in this reporting period, eight information sessions, covering some twenty topics, relevant to the target group's settlement priorities as evidenced by the casework conducted. The main topics were: housing, material assistance, health, dental, employment, immigration, education and training, youth, legal and other such issues. The project also conducted cross-cultural sessions and a seminar with the view to raising and enhancing service providers' awareness to the background issues and needs of the target group.

Comments from clients who attended the sessions and in particular the seminar included "Atef, you and the CBMRC are known throughout Sudan, you would win an election in Sudan". As well, "Your support and advice and the information you give us is a lifeline and opens many doors and provides many opportunities".

The project has had some 99 complicated cases covering a variety of settlement issues. Some have needed substantial involvement and some lesser involvement. However, some 37 cases are fully case managed by the project. These cases needed intensive case management, follow-up and involvement of other relevant service providers. Some of these cases involved criminal justice issues, RTA, Police, RailCorp etc. During the casework and case management process, it has become evident that a good number of clients have had to be referred to other appropriate services in order to establish a smooth and successful settlement.

In relation to these referral clients' feedback has been a mixed bag! Some raised the issue of waiting too long for treatment or counselling, some complained about the inadequacy of material assistance, especially EAPAs and Telstra vouchers. On the other hand some clients are very happy as they are now linked to the Sudanese. The project has also provided 856 face-to-face clients with 1679 face-to-face services and some 315 telephone enquiries. Issues of highest importance to these communities are: Housing, immigration, employment, material assistance, income support, dental and mental health, legal, youth issues, and English proficiency.

Due to the nature, complexity and sensitivity of some cases the project has had to explore strategies in delivering its services; sometimes including home visits for some clients. A good number of our clients are single mothers' with

children with complex and sensitive issues of concern. Their settlement has required very intensive case management including case conferencing and assessment. The project worker has many years' experience in this field, receives fortnightly supervision from the Centre Coordinator and attends monthly CBMRC peer supervision.

Small and Emerging Communities' Project

This innovative and newly established project is funded by DIMIA with the worker starting early in 2004. To establish the Project an introduction letter, translated project flier, press release and a published article were produced. Some of these written promotional materials were distributed electronically among government and non-government agencies as well as via community networks and fora. Also, introduction letters were sent to Public Schools in the region and ethnic specific services. Other strategies included the distribution of information kits at Bankstown Office, Local Libraries and some ethnic small businesses.

Some 58 new clients were assisted with settlement matters. Groups belonging to the project target groups that are currently using CBMRC meeting rooms were prioritised as a starting point.

The project worker attends key meetings to assist both with promotion of the work and to gain information for community members as well as to raise community concerns where appropriate. Including: Canterbury Bankstown Migrant Inter-agency, Regional Centrelink MAC, SSI Advisory Committee, African Settlement Needs Interagency and regional Refugee Week Working Party.

Service provision targets individual clients and small and emerging community groups, members and leaders. Some 58 new clients were assisted with settlement matters. Groups belonging to the project target groups that are currently using CBMRC meeting rooms were prioritised as a starting point.

These groups were visited, information sessions about the CBMRC were conducted, orientation about the project provided, referrals assisted, they were resourced by mail with relevant information on a fortnightly basis as well as referring them to appropriate training. Contact with other African groups and associations were also established.

Community Education

Information sessions have targeted specific communities with a variety of topics depending on their information needs. These include:

- Migration and Settlement (Seniors Week and Indonesian community)
- Migration (Bangladeshi and Pakistani communities)
- Settlement and Migration (Indian Community)
- Settlement (Eritrean and Somaliland communities)
- CBRMC and settlement (Bantal Pular Group)
- CBMRC Orientation (Australian African Islamic Council)
- Settlement and CBMRC (Ashfield – Baptist Church)
- “Setting up a Community Language School” information session (Indian subcontinent and African communities)
- “How to become an accredited Interpreter” (African and Indian Subcontinent communities)
- Civic Education Training
- Orientation information session for Proposers

The above sessions aim to inform these communities about local community services available, cover settlement issues and work in partnership with key agencies to access members of these groups. Also, the sessions aim to strengthen and resource the organisational capacity of these groups and associations representing the target communities of the project.

Community consultations

Four community consultations were carried out with the following communities: Bangladeshi, Indian, Pakistani and Eritrean. They were conducted in partnership with the School as Community Centre (Lakemba Primary School), Ethnic Communities Council and Parramatta MRC. Results were documented and an action plan developed.

Migration Advice

The CBMRC has provided free and professionally accredited Immigration Advice for over 10 years. The Centre supports three Registered Migration Agents, with many years’ experience between them. Advice is provided via the casework of two of the agents as well as through the established CBMRC appointment and screening procedures.

The Centre has provided approximately 328 migration advice during the year.

Tax Help

The Centre continued to provide the free Taxhelp this year, starting from July until the end of October. An ATO trained volunteer was utilised for the first time as the usual workers were not able to participate in the ATO program this year.

The majority of clients were aged pensioners and those who were in receipt of some kind of Centrelink Benefit. Every year the MRC provides this free and valuable service to assist low-income earners who would otherwise not be able to afford a Tax Agent to fill in their tax returns. Approximately one hundred clients were assisted with their tax returns during this period. **We would like to thank Fernanda Cunha and Cheryl Hurst for their assistance this year.**

Bilingual Sessional Services

Bilingual Sessional services are a central feature of CBMRC’s operations. For many years bi-lingual sessional workers have enabled the Centre to reach communities in an appropriate, targeted and consumer friendly way.

This year we were sad to lose Li Lin (Chinese), Losena Fuko (Pacific Island women) and Enach Derkyi (Ghana). However, we welcomed Samsan (Eritrean), Christina (Ghana), Otayinka (Nigeria) and Herdi (Indonesian) to the Centre.

We have received many requests from community groups, whom unfortunately we do not have the space for at all or do not that have space on the days or times the community requires. We are very happy to say that in keeping with the CBMRC’s commitment to housing smaller groups, the Centre is in the process of creating a desig-

nated space for smaller communities, our “CBMRC Small & Emerging Communities’ Hub”.

Whether we can accommodate the many requests for space we receive or not, the CBMRC welcomes new community groups and organisations and supports, resources and facilitates access to service provision as far as possible. The Centre currently provides administrative support, space and peer supervision to some 15 bi-lingual sessional workers, whom we thank for their openness and ability to play a key role as part of the extended CBMRC team. We also acknowledge the show of support toward the CBMRC from the agencies who have placed their staff at the Centre.

Justice of the Peace Service

Our Justice of the Peace service is very much in demand and is a very important ancillary service of the Centre. Our Justices of the Peace are also Centre staff, which improves access whilst not requiring external assistance in this area. It is a very valuable resource for newly arrived people who often require certification for translated copies of their papers and other paperwork for settlement purposes.

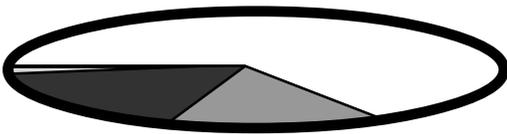


English classes for small and emerging communities (run by Miguel)

Client Statistics

Centre Statistics* 1/10/2003 to 30/09/2004

CLIENT CONTACTS



- Room users = 14300 (65%)
- Telephone = 3920 (17.8%)
- Face to face = 3204 (14.54%)
- Others = 604 (2.74%)

Total contacts = 22028 (100 %)

By gender

Face to face / Telephone enquiries



- Male 60.28%
- Female 39.72%

Room Users

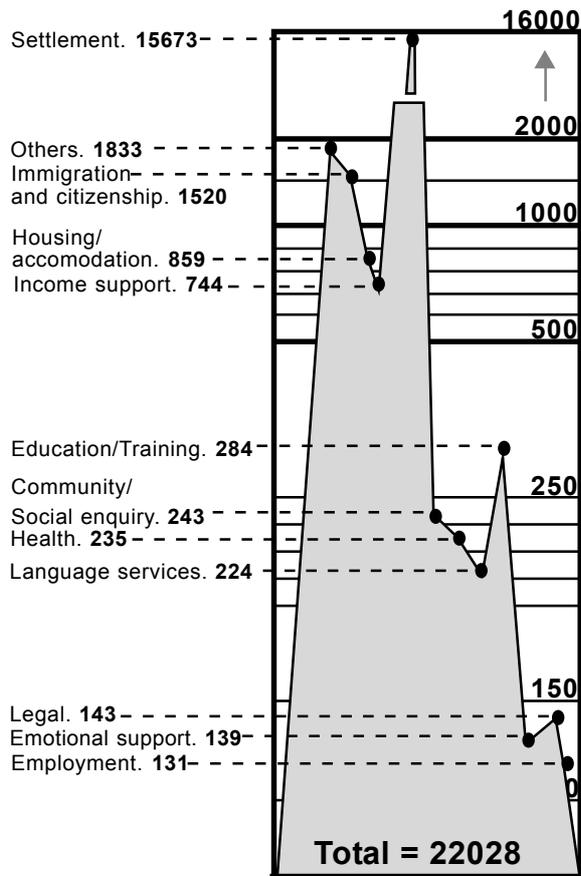


- Female 58.6%
- Male 41.4%

LANGUAGE SPOKEN

| | |
|--------------|--------------|
| Arabic | 2100 |
| Tongan | 1383 |
| Asante | 527 |
| Farsi | 4680 |
| Spanish | 1357 |
| Indonesian | 568 |
| Chinese | 1196 |
| Korean | 1263 |
| Tigrinya | 118 |
| Samoan | 380 |
| Fijian | 194 |
| Italian | 2273 |
| Vietnamese | 144 |
| Hindi | 125 |
| Greek | 89 |
| Sierra Leone | 1583 |
| Bahasa | 79 |
| Others | 3969 |
| TOTAL | 22028 |

ISSUES



Client statistics

* excluding Southern Sydney Tenants Advice & Advocacy Service statistical data.

Southern Sydney Tenants Advice & Advocacy Service.

Statistical Report 1st July 2003 – 30th June 2004

SSTAAS Client statistics

OUTCOMES

| | Number of services |
|---|--------------------|
| Information/advice | 1268 |
| Pamphlets/forms/photocopied information | 426 |
| Referral | 180 |
| Follow-up phone | 183 |
| Follow-up face to face | 145 |
| Follow-up other | 87 |
| Advocacy | 128 |
| Assistance in preparing RTT case | 134 |
| Attendance at RTT hearing | 69 |
| TOTAL SERVICES PROVIDED | 2570 |

LOCAL GOVERNMENT AREAS

| | Number of contacts | Percent |
|-----------------------|--------------------|-------------|
| Bankstown | 256 | 15.46% |
| Canterbury | 416 | 25.12% |
| Hurstville | 229 | 13.83% |
| Kogarah | 36 | 2.17% |
| Outside Catchment | 129 | 7.79% |
| Rockdale | 242 | 14.61% |
| Sutherland | 345 | 20.83% |
| TOTAL CONTACTS | 1656 | 100% |

Community Development

Community Development and capacity building form a central part of the work that done at the CBMRC. Many of our client groups already have the knowledge and strength but need that additional assistance that would take them across the line. To this end, the Centre ensures that the target groups are informed of changes to relevant policies and issues that would assist in their successful settlement.

The Centre plays a key role in supporting and resourcing of community organizations and groups. In partnership with BAMN, it conducted a Train the Trainer Project on Civics Education for community workers and worked together with the Australian Electoral Commission and Cultural Perspectives in organising an information session for workers and community members. These aimed at assisting workers to inform their communities on the Australian system of government and the election process so that they would make an informed choice during the elections and to understand their civic responsibilities and rights

Recently the Centre and the Women's Centre have been funded for a Domestic Violence Project. The MRC will organise a four-day training course on domestic violence for caseworkers, with the Education Centre Against Violence and workers will incorporate this training in their work with families. Target groups include Eritreans, Ghanaians, Ethiopians, Palestinians, Tongans, Samoans, Fijians, and Vietnamese.

Other areas that we assist with are writing funding submissions, incorporation of associations and being members of smaller organizations' advisory committees to help support and guide workers in the implementation of their workplans. The CBMRC also continues to resource other organizations by being members of their Management Committees or Working Groups. We are currently members of the Inner South West Community Development Organisation and Bankstown Area Multicultural Network and more recently a member of the Community Relations Commission's Community Harmony Round Table, working together with different organizations and communities to promote harmony in our area.

The convening of the Regional MAC and the co-convening of the Canterbury Bankstown Migrant Interagency has been demanding at times but the results are positive with high levels of attendance and a pro-active approach. The Interagency has again surpassed expectations with more organisations attending, with a wide range of guest speakers providing information throughout the year. Refugee Week, the main event of the year was well organised, well attended and very successful.

The Centre is committed to supporting community groups who use our meeting rooms during working hours as well as after hours and week ends through providing information and other Centre resources such as photocopying and faxing.

It has been a very productive year for the CBMRC and Centrelink, relationships and communication are heightened and this has made the resolution of clients' issues easier with policies, procedures and processes clearer translating into better results for clients.

The Centre is committed to supporting community groups who use our meeting rooms during working hours as well as after hours and week ends through providing information and other Centre resources such as photocopying and faxing. While many of our longer established groups still use the rooms some newer ones have joined and rooms are always booked to capacity. Among our new groups are the Korean Playgroup, Sudanese Women's Group, Young Arabic Women's Group, Arabic Tenants' Group and AiMES Employment English Classes.

Throughout the year information sessions are held on various topics targeting new settlers especially those participating in AMES NSW English classes, in both Campsie and Bankstown.

This community education strategy is also evidenced in the work of our 3 settlement workers and more details are contained in their sections of this report.

Smaller and emerging groups are resourced with information on events and activities and settlement issues on a regular basis. Four African communities have been assisted with their grant applications

(Council grants, CDSE funding and Small Equipment grants). The Eritrean Community Incorporated has been the only successful bidder so far.

Liaison between CBMRC and two African communities (Western African and Eritrean communities) relates to their need for office space at the MRC. Also, CBMRC submitted a grant application with Bankstown Council to get funding for a group facilitator. This project aims to set up an Indian Subcontinent group at the MRC.



Information sessions



Ms Linda Burney MP for Canterbury visits Korean playgroup run at CBMRC every Tuesday

Policy Reforms

The Tenancy Service has done reform work relating to The Department of Housing (DOH) successfully obtaining amendments in the law that we believe can potentially have a detrimental impact on public tenants. Public tenants can be asked by DOH to sign an Acceptable Behavioural Agreement (ABA) that is quite general and broad in its terms. For example, meeting with other tenants and stopping for a chat in a common area can be read as 'unacceptable behaviour under the vague terms of the agreement.

A breach of this agreement leads to eviction, with no discretion from the Consumer Trader and Tenancy Tribunal, as a new amendment to the Residential Tenancies Act imposes the end of the tenancy if there is a breach of the ABA. We advocated strongly against this law, being able to estimate the potential impact of this legislation on public tenants. Unfortunately, our advocacy and representation role will be redundant when the tenant is served with a Notice of Termination as the Legislation has left no room for consideration of circumstances: breach of the Agreement leads to eviction.

In relation to small and emerging communities the nature of issues raised at specific fora with service providers have included:

- Lack of local employment experience affect African and Indian Subcontinent communities
- High level of Centrelink debt experienced by Somali communities
- Lack of trained interpreters affecting African languages
- The need for provision of Trauma counselling from CBMRC
- Settlement needs of Small and emerging communities in Social planning sessions of local governments

With respect to the above the project worker has responded with very practical strategies to ensure that policies not impede capacity building. An information session on Interpreting and translation accreditation in conjunction with NATTI and the Language Unit of Centrelink was held. A partnership with Bankstown TAFE was developed to focus on developing the translation and assessor skills base of small, emerging and dispersed ethnic communities and the capacity of the TAFE to deliver initial training in translation to these communities.



Refugee youth roundtable, hosted by CBMRC.

Special Projects & Events

Official Launch of "Before You Rent" Booklet

This year we launched a new resource that we worked on in partnership with the Tenant's Union of NSW and the Illawarra Tenancy Service. The Booklet *"Before You Rent"* is tenancy information for people who are renting in Australia for first time. The Booklet was kindly funded by the Office of Fair Trading and launched by the Hon. Reba Meagher MP and Minister of this portfolio.

Casework studies show that newly arrived refugees are being discriminated against and/or taken advantage of when renting for the first time. With regards to discrimination issues, many Real Estate Agents tend to 'deny' a property to a new refugee sometimes on the basis that they are a large family and having many kids could damage the property. Other times, the assumption that a particular race or religious group have a lifestyle that would make them bad tenants due to being used to not having 'our' standards of cleanness, order, behaviour towards neighbours, and a number of other misconceptions and myths.

As the best prevention of a tenancy going wrong is education and information, we have written *'Before You Rent'* with the issues faced by these new refugees in mind. The booklet explains, in simple English, how to find a house, what signing a lease means, and all they need to set up a house, eg. connecting utilities. We are now looking at having it translated into Arabic as many recently arrived people speak or understand this language. Other languages will be translated on a needs and available funding basis.

Seniors Week - Community Tours '04

On Wednesday 17th and Thursday 18th March of this year, for the first time the CBMRC, in partnership with the Department of Ageing, Disability & Home Care, conducted a Community Service Tour for seniors during Seniors' Week. Approximately 60 people participated in the two-day tour, which

included visiting services in the Canterbury area relevant to elderly people such as Centrelink, Canterbury Hospital Aged Care Service, Meals On Wheels, Canterbury Multicultural Aged and Disability Support Service, Canterbury City Council Library.

As the best prevention of a tenancy going wrong is education and information, we have written *'Before You Rent'* with the issues faced by these new refugees in mind.

The participants were given a lot of information and packages from the different services visited. They also had the chance to sample delicious variety of food for lunch at the Meals On Wheels premises and on the second day the tour concluded with a Harmony Day Lunch at the MRC.

Pacific STAP – Pacific Islander Mentoring Project

From May 2004 the Centre and more specifically the Project Coordinator, worked in partnership with the Samoan Advisory Council, Wiley Park Public School and the Inner South-West Community Development Organisation. A \$20,000 grant was gratefully received from Canterbury Bulldogs Rugby League Club to support this important and innovative project.

The Centre sought to implement a program that would amplify our emphasis on the philosophy that the academic and overall development of Pacific Islander (PI) children would be enhanced if they were mentored by persons from their own communities who could also act as role models for the children. To aid this approach, we utilised some of the material from Promoting Education and Training, Tongan Association (PETTA).

During the early 1990's PETTA developed an early intervention model that focused on enhancing academic achievement for PI students whilst encouraging positive and relevant parenting techniques for PI parents/carers. The model ultimately aimed to address issues of juvenile delinquency and youth crime in PI communities.

With this as a guide, we established a Special Tutorial and Assistance Program (STAP) in which PI students would be tutored and mentored in a homework centre environment by PI mentors. Reinforcing the student's grasp of the classroom material and assisting with individual homework tasks.

STAP focuses on nurturing effective study habits with significant weight placed on assisting students one-to-one, by employing tools like a student LogBook and weekly Book Reviews. This encourages parents'/carers' participation and interest in their children's schoolwork and nurtures a tri-partite partnership between the school/classroom teacher; student; and the parents/carers.

A PI parents support group was also established to help PI parents become the best support for their children's education. It focused on giving PI parents the opportunity to re-examine their parenting practices in relation to their support role in their children's education. Other parenting skills programs are explored, assisting to blend these techniques into traditional parenting practices.

These two-fold strategies encompass what has become known as PACIFIC STAP at Wiley Park Public School. PACIFIC STAP is a weekly program, which runs at the school for two hours per week. PACIFIC STAP has received immensely positive feedback from the School Principal and Staff. Importantly, the responses from students and families have also been promising.

The CBMRC in its implementation of PACIFIC STAP has become a leader in this new era of community development and capacity building. PACIFIC STAP, the DVD/Video was launched as a dual-purpose promotional tool. The DVD/ Video is a practical instrument for promoting the concepts underpinning PACIFIC STAP as well as promoting the role of the CBMRC as a necessary hub for the provision of services for culturally and linguistically diverse communities - be they small and emerging or established communities.

The Centre staffs' support was invaluable and our current structure effectively provides a ready-

made and versatile network, which the Project Coordinator was able to tap into, without having to 'step out' of the Centre.

The commitment of the mentors and the facilitator of the parents' support group in their pledge to continue with the PACIFIC STAP on a volunteer basis until the end of the 2004 academic year was mirrored by the CBMRC and its partners. The Centre's Management Committee decided, to continue logistic and financial support for PACIFIC STAP and with that assurance, PACIFIC STAP resumed operation for the final 2004 academic term.

We would like to acknowledge the immeasurable support of our partners, CBMRC Staff and Management, PI Sessional Workers, Principal and Deputy Principal of Wiley Park Public School, Mentors and Tutors, Samoan CSSS worker and last but not least the PI families and students that make up the PI School Community at Wiley Park Public School.

PACIFIC STAP, now tested, has proven to work as an effective early intervention program for the PI community. Its robust nature allows it to be tailored to suit any community, regardless of ethnicity.

Official Opening of CBMRC Bankstown Office & CBMRC Open Day '04

This major event was held on the 25th May with very large numbers of people from diverse communities in attendance. The Open Day was organised and held in partnership with the Bankstown Office of NSW AMES, whom we thank for their contribution to the success of the day. Service providers were on hand to distribute information to the community, colourful and very talented multicultural performers entertained the many people there, most of who were very new to Australia and studying English at AMES.

On this day we also took the opportunity to officially open the CBMRC Bankstown Office, based in the AMES building. We were very pleased to have Cr. Helen Westwood – Mayor of Bankstown City Council, do the honours. Her genuine commitment to community organisations was evidenced by the speech she made at the Opening.

We are very proud of this initiative and whilst direct funding has not been awarded, the CBMRC will continue to support this office while investigating options to consolidate our direct client services through the Bankstown Office.



MRC staff and MC representatives at Open Day + launch of bankstown office site. (with Bankstown Mayor Clr Helen Westwood)

Official Visit to CBMRC by Senator the Hon. Amanda Vanstone – Minister Immigration and Multicultural and Indigenous Affairs

On the 25th August this year, the Centre was very proud to host the Minister's first official visit to an MRC in NSW. During her visit she was able to meet and interact with members of the CBMRC Management Committee and Staff as well as some clients of the Centre. Before leaving the Centre she was presented with a floral arrangement as a token of our gratitude for her open and warm approach toward all those whom she met on her visit to the CBMRC.

WELL Women's Health Clinic

The Clinic has been operating for several years now and aims to provide free, accessible and consumer friendly health services in a familiar environment for many of our female clients. Many of the women who access the services might not use such services were they not in this location and referred by CBMRC.

The WELL Women's Clinic is the result of a strong and valued partnership between Central Sydney Area Health, CBMRC, Leichhardt Women's Health and NSW AMES. The bookings for the Clinic are coordinated by CBMRC.

Refugee Week '04

Once again, the Canterbury-Bankstown Migrant Interagency (CBMIA) through its Refugee Working Party, conducted activities for Refugee Week. For over ten years CBMIA has held activities to welcome refugees and to raise awareness in the general community of the issues facing refugees once they arrive in Australia. Refugee Week brings together a number of organizations and workers in collaborative work, which strengthens partnerships and expands networks, resulting in the improvement of refugee settlement.

There were three main activities this year, the first being the Forum that attracted approximately 60 people. The Forum started with the Welcome to Country by Melissa Croft from the Gandagara Aboriginal Land Council before it was officially opened by the Mayor of Bankstown, Helen Westwood. Julian Burnside QC was the first speaker and gave a very informative and insightful talk. Hussein el Hashimi, Iraqi poet shared his journey from Iraq, through other countries before arriving in the Detention Centre in Australia and his subsequent release into the community. Rukshana Sarwar, from the Afghan Women's Network read a passage from 'Bread and Other Stories' testimonials by refugees. The last speaker was Gary Taylor who organises the Villawood Volunteer Visitor Program.

The Picnic started after the Forum as a celebration for refugees and their families. There were entertainment, Halal food and children's activities where the line for the Jumping Castle seemed never ending and face painting and

books were also very popular with the young children. The day concluded with the launch of a book of stories by refugees – ‘Welcome Zone’. The book was organised by the Media Sub-Committee of the Refugee Working Party.

This year’s activities for Refugee Week were diverse. CBMIA thanks and acknowledges the effort put in by the various sub-committees, which helped make the day a great success. We also acknowledge the financial contributions made by Canterbury and Bankstown City Councils, Bankstown Area Multicultural Network and our Centre.

CBMRC African Women’s Group

The Post IHSS project has resourced this women’s group with knowledge and information, with the view to empowering and linking participants to appropriate services. Many ideas and requests are being processed to provide activities with a dual purpose, both vocational and recreational, ultimately leading to self-sufficiency. The women’s group has been a major coup and an astounding outcome as it has brought together, in a group environment, women who are quite alien to concepts of “group work” and welfare services. The women who participate have made comments such as: “this group is good for me and my children”, “I look forward to coming”; “I have learnt many things and enjoyed the company of other women”.

African Sudanese Soccer Team

CBMRC’s Post IHSS project played an integral part in the establishment and development of the Soccer Team. The project was able to secure some \$2,000.00 in funds to assist its growth and to function effectively. The team played in two African competitions during September-December 2003. It won the African Trophy beating Ethiopia in the final. It was also the runner up, from 13 teams, to Cameroon in the final of the African Youth Championship.

This year the Centre sponsored the team as well as the in-kind support provided by the project worker. This project is a meaningful and practical way in which our Centre assists these newly

arrived refugees and humanitarian entrants in their settlement. We hope that they will realise their talents and dreams!

CBMRC Youth Camps

Once again, CBMRC, through the Post IHSS Project, organised a Youth Camp in October 2004 for young, newly arrived refugees and humanitarian entrants. The camp itself culminated in a series of recreational and educational activities. It was obvious from the enthusiasm of the participants that these activities were well targeted and received.

35 young people, from a variety of backgrounds, participated in the camp. Participants expressed their level of enjoyment with their appreciation and gratitude. Comments from the students included, “this was a fantastic experience”, “thanks to the CBMRC for providing us such a wonderful opportunity, “I have learnt a lot this weekend and made some good friends”, “I never thought I could do these activities”.

The CBMRC Youth Camp initiative serves as a reminder of the fact that when young people are provided with opportunities in a meaningful way and in a safe environment; their self-esteem can benefit greatly. We trust that funding bodies will support this innovative strategy in future.

Arabic Mother’s Group/Play Group

The Arabic speaking mother’s group commenced on the 25th of March 2003. The group now has 32 mothers and their 48 children participating. The group is held at Hamden Park Primary School at Lakemba and meets regularly every Tuesday morning.

Our Arabic worker has been overwhelmed yet extremely pleased with the response. A comprehensive program of activities and educational information sessions has been held. A great number of the women participating are quite young and the program developed takes this into consideration. The group decided to celebrate Refugee Week by having a multicultural lunch with dishes from different countries, and by also wearing traditional dress.

Pictorial

Happy students at CBMRC's
Refugee youth camp.



Pictorial



Tongan workers
committee meetings

**The Hon. Reba Meagher MP -
Minister for fair trading
launches "Before you rent"
booklet (with tenancy staff of
CBMRC)**



**Visit by the minister for
Immigration, multicultural
and indigenous affairs -
senator the Hon Amanda
Vanstone with CBMRC staff
and management**



**Mayor of Canterbury -
Clr Robert Furolo
visit's CBMRC's
Italian Seniors Group**





Cultural performers at Open Day
Korean cultural band

Punchbowl Boys Arabic Band



Chinese
Drum
Dancing

CBMRC Partnership Projects & Initiatives

This year the CBMRC has continued to focus on effective outcomes through close alliances with a diverse range of agencies. Some of the partnership projects (excluding one-off community events); either planned and/or implemented this year includes:

- WELL Women's Health Clinic – Leichhardt Women's Health, Central Sydney Area Health, NSW AMES
- Multicultural Arts and the Law Project – South Western Sydney Legal Centre
- CBMRC Multilingual Promotional Brochure – Roads & Traffic Authority
- Domestic Violence Project – The Woman's Centre
- Chinese Parents' With Disabilities Project
- Refugee & Humanitarian Housing Project – Settlement Services International, Cumberland Housing & Auburn MRC
- Think Smart Partnership – NSW Office of Fair Trading
- PROJECT STAP – Samoan Advisory Council & Inner South West Community Development Development Organisation
- Employment Preparation Project – NEPS
- Families Project – Australian Arabic Communities' Council & Riverwood Community Centre
- Community Harmony Roundtable Partner Agency - NSW Community Relations Commission

Committee Representation

Committee Representation

- SACC- Schools As Community Centre (Lakemba, Wiley Park, Punchbowl)
- CRC Community Harmony Roundtable
- South Western Sydney Legal Centre Board
- Settlement Services International - Chairperson
- NSW MRC Forum
- NSW Police IMPACT Management Committee
- Consumer GP Committee (Canterbury Division)
- CALD Women's' Leadership Project – Bankstown Council

Violet Roumeliotis
(Coordinator – Job Share)

- Bankstown Lidcombe Sector Multicultural Committee
- Refugee Council Of Australia (Board Member)
- Refugee Council Of Australia Finance and Government Sub- Committee
- Canterbury Child & Family Interagency
- National Council of Migrant Resource and Settlement Agencies

Esta Paschalidis – Chilas
(Coordinator – Job Share)

- NSW Centrelink MAC
- Centrelink Regional MAC - Convenor
- DV Reference Group
- Local DV Committee
- Drug and Alcohol (Canterbury, Bankstown)
- Inner South-West CDO – Management Committee
- BAMN Management Committee
- Reference Group for Bankstown Place Project
- Literacy- SAC
- IMPACT
- Canterbury Oral History
- CANTERBURY City Council MAC
- Australian Korean Welfare Association – ADVISORY
- KOREAN WOMENS PLACE- DV
- Community Harmony Project
- Canterbury Bankstown Migrant Interagency – Co-Convenor
- Thinksmart Partnership - Office of Fair Trading

Maggie Moa
Community Project Officer

- Canterbury Bankstown Migrant Interagency
- Regional Centrelink MAC
- CBMIA Refugee Working party
- Allied Mental Health Reference Group
- Get Together Community Harmony Project
- DIMIA/CS Provider Consultation
- Auburn Humanitarian Network
- Settlement Services Coalition of NSW
- Sudanese Youth Association

Atef Hamie
Post IHSS Worker

- EMAG
- Canterbury Bankstown Migrant Interagency
- REGIONAL Centrelink MAC
- SLASA Advisory Committee
- SSI Advisory Committee
- African Settlement Needs Interagency

Miguel Ferrero
Small & Emerging Communities CSSS Worker

- Canterbury Bankstown Migrant Interagency
- Aged Issues (Canterbury Council)
- Migrant Advisory Committee (Centrelink)
- Playgroup Meeting (Lakemba Public School)
- Women's Issues (BAMN)
- DV – Life Care
- Arabic Workers Interagency

Nahed Hakim
CSSS Worker

- CTTT STATE
- TAAP Access Committee
- "Before You Rent" Booklet (Working Party)

Roxana Rascon
SSTAAS Coordinator

- Tenancy Legal Working Party
- St George MRC Interagency
- TAAP Access Committee

Regina Cheung
Tenancy Advisor

- CTTT REGIONAL
- St George MRC Interagency
- TAAP Access Committee
- Public Housing Working Party
- Public Tenants with a Mental Illness (Working Party)

Yslevy Tudela
Tenancy Advisor

- DV Tenancy Manual Update (Working Party)
- Department Of Housing Training Manual (Working Party)

Rita Wilkinson
Tenancy Advisor



Visit by Nick Nicolls, DIMIA State director (staff, management and clients and DIMIA representatives)

MRC Management Committee

| Name | Membership | Status Position |
|---------------------|---------------------------------------|------------------------|
| Pauline Gallagher | Riverwood Community Centre | Chairperson |
| Jon Soemarjono | Indonesian Association | Vice Chairperson |
| Sung Dang | Individual | Secretary |
| Maria Papagrigoriou | Individual | Treasurer |
| Gaustinia Dauner | Individual | Member |
| Firas Naji | Australian Arabic Communities Council | Member |
| Jennifer Lim | Australian Korean Welfare Association | Member |
| Veitinia Waqabaca | Pacific Islands Council | Member |
| Josie Masinamua | Samoan Advisory Council | Member |

Advisory Members

| Name | Membership |
|------------------|--|
| Joanna Stobinski | Canterbury City Council |
| Nipurnh Gupta | Bankstown City Council |
| Elena Sanchez | Department of Immigration & Multicultural & Indigenous Affairs |

CBMRC Staff

| Name | Position |
|--------------------------------|---|
| Esta Paschalidis-Chilas | Coordinator (Job-share) – Monday & Tuesday |
| Violet Roumeliotis | Coordinator (Job-share) – Wed, Thurs & Fri |
| Laura Abboud | Assistant Coordinator |
| Maggie Moa | Community Project Officer |
| Miguel Ferrero | Small and Emerging Communities Project - CSSS |
| Nahed Hakim | Arabic Project - CSSS |
| Atef Hamie | Post IHSS Project- CSSS |
| Nicole Hammond | Client Contact Officer |
| Terence Lau | Financial Administrator |
| Anita Franjeh | Librarian |
| David Gacs | Centre Administration (casual) |
| Losena Fuko | Coordinator - Pacific STAP |
| Roxanna Rascon | SSTAAS Team Coordinator |
| Yslevy Tudela | SSTAAS Tenancy Advisor |
| Rita Wilkinson | SSTAAS Tenancy Advisor |
| Regina Cheung | SSTAAS Tenancy Advisor |
| Claudette Elaro | SSTAAS Tenancy Advisor |
| Georgette Abboud | SSTAAS Administration Officer |

MRC Staff

Current MRC Bilingual Casework Services*

Current Bilingual Casework Services

| Day | Language & Service | Name | Time |
|-----------|---|---------------------|-----------------|
| Monday | Italian | Nicoletta Capodieca | (09:00 - 12:00) |
| | Samoan | Ruth Tonumaipea | (10:00 - 04:30) |
| | Fijian | Mere Siganiusucu | (10:00 - 05:00) |
| | Tongan | Fatafehi Funaki | (10:00 - 04:30) |
| Tuesday | Vietnamese | Nga Nguyen | (09:30 - 04.30) |
| | Chinese | Li Lin | (09:00 - 01:00) |
| | Ghanian | Christina Sarpong | (09:00 - 05:00) |
| | Chinese Parents Association | Pinkie Leung | (09.30 - 05.00) |
| | Fijian | Mere Siganiusucu | (10:00 - 05:00) |
| | Samoan | Ruth Tonumaipea | (10:00 - 04:30) |
| Wednesday | Palestinian | Kefah Maradweh | (09:00 - 02:00) |
| | Fijian | Mere Siganiusucu | (10:00 - 05:00) |
| | Spanish | Nubia Montero | (10:00 - 04:00) |
| | Indonesian | Suhandi Kosasih | (01:00 - 04:00) |
| | Chinese Gospel Fellowship of Families | Irene Ku | (09:30 - 04:00) |
| Thursday | Chinese | Li Lin | (09:00 - 01:00) |
| | Fijian | Mere Siganiusucu | (10:00 - 05:00) |
| | Chinese Parents Association | Pinkie Leung | (09:30 - 05:00) |
| | Nigerian | Olayinka Obolo | (09:00 - 05:00) |
| Friday | Fijian | Mere Siganiusucu | (10:00 - 05:00) |
| | Chinese Parents Association | Pinkie Leung | (09:30 - 05:00) |
| | Eritrean | Samson Weldermariam | (09:00 - 05:00) |

* CBMRC has specific assistance for small & emerging communities, tenancy advice as well as Refugees & Humanitarian Entrants. CBMRC has 2 Justices of the Peace on-site and 3 registered Migration Agents. The Well Women's clinic also runs from our Centre every Thursday, by appointment. A Child Sexual Assault Counsellor assists clients at our Centre every Friday, by appointment - 9584 2811.

Use of MRC Meeting Rooms in 2004

The following list outlines community groups regularly using the MRC Meeting Rooms both during and outside business hours.

Mondays Employment AMES English classes
 Chinese Dancing
 Pacific Island Playgroup
 Ghanian Women's Group
 English classes for small & emerging communities

Tuesdays Korean Playgroup
 Bahai Faith Group
 Employment AMES English classes
 Tai Chi Classes
 Sudanese Dancing Group

Wednesdays Italian Seniors Group
 Arabic Tenants Group
 Peer Supervision sessions
 Employment AMES English classes

Thursdays Arabic Young Mother's Group
 TAFE – Outreach Classes
 African Group

Fridays Canterbury Bankstown Migrant Interagency
 Job Club
 Tongan Worker's Meeting
 Bahai Faith Group

Saturdays Tongan Youth Scripture Group
 Tierra Colombiana Dance Group
 Bahai Faith Group

Sundays Eritrean Community Group
 Ghanian Community Groups – Asante & KSI
 Australian African Islamic Association
 Indonesian Kangaroo Gentle Exercise Group
 Sierra Leone Group
 Bantal Pular Group
 Indonesian Association

Treasurer's Report

Needed

Pauline Gallagher
Treasurer

Treasurer's Report

Audited Financial Report



Edward D. Chahoud B.Bus., ASCPA
PUBLIC ACCOUNTANT

469 BURWOOD ROAD
BELMORE, N.S.W. 2192
TELEPHONE: 759 4676
FACSIMILE: 759 4676

**AUDIT REPORT TO THE MEMBERS OF
CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC.**

Projects undertaken during the year ended 30 June 2004

- i) Migrant Resource Centre (DIMA)
- ii) Community Settlement Services Scheme (DIMA)
 - a. Small & Emerging Communities Project
 - b. Arabic Speaking Project
 - c. Generalist Case Worker Post IHSS Project
- iii) Tenancy Advice & Advocacy Program (DFT)
- iv) Community Development Support Expenditure

I have audited the accounts relating to the above projects for the period 1st July 2003 to 30 June 2004 and have received from the sponsor all the information and explanations required.

In my opinion :

- i) The attached statements show a true and fair view of the receipts and payments relating to the project, and
- ii) The funds have been spent in accordance with the conditions of the grants.

E. Chahoud
.....
E.D. CHAHOUD, CPA
Auditor

Audited Financial Report

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC

**Statement of Financial Position
For the year ended 30 June 2004**

Audited Financial Report

| | <u>2004</u> | <u>2003</u> |
|---|--------------------------|-----------------------|
| ACCUMULATED FUNDS | | |
| Balance brought forward 30.6.2003 | 58,644.70 | 53,761 |
| Funds transferred to/(from) accumulated funds | 732.80 | 11,042 |
| Surplus / (Deficit) for current year | <u>(8,440.39)</u> | <u>(6,158)</u> |
| | <u>50,937.11</u> | <u>58,645</u> |
| CURRENT ASSETS | | |
| Cash at Bank | | |
| Commonwealth Bank cheque a/c 2133 10469153 | 2,224.65 | 8,958 |
| St George Flexi a/c 018 709 093 | 36,458.15 | 36,753 |
| Step a/c 047 569 181 | 222,316.34 | 188,501 |
| Fixed a/c 445 069 | 53,083.22 | 50,874 |
| Cheque a/c 018 708 381 | <u>7,160.01</u> | <u>19,712</u> |
| | <u>321,242.37</u> | <u>304,798</u> |
| Petty Cash | 200.00 | 200 |
| Payroll a/c | 4,964.13 | 0 |
| Prepayments | 10,472.58 | 16,122 |
| Interest receivable | 567.19 | 0 |
| Loan to MRC soccer | 600.00 | 0 |
| Accounts Receivable | <u>729.00</u> | <u>110</u> |
| | <u>338,775.27</u> | <u>321,630</u> |
| FIXED ASSETS | | |
| Computer | 22,563.69 | 21,679 |
| Accumulated Depreciation | <u>(6,924.24)</u> | <u>(5,135)</u> |
| | <u>15,639.45</u> | <u>16,544</u> |
| Furniture & Fittings | 7,503.21 | 3,978 |
| Accumulated Depreciation | <u>(2,743.06)</u> | <u>(1,445)</u> |
| | <u>4,760.15</u> | <u>2,533</u> |
| Total Assets | <u>359,174.87</u> | <u>340,707</u> |

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC

**Statement of Financial Position
For the year ended 30 June 2004**

| | <u>2004</u> | <u>2003</u> |
|--|-------------------|----------------|
| TOTAL ASSETS | 359,174.87 | 340,707 |
| CURRENT LIABILITIES | | |
| Grants Paid In Advance | | |
| Dept Of Immigration & Multicultural Affairs | | |
| Generalist Workers' Project | 0 | 14,025 |
| Arabic Project | 0 | 15,757 |
| Unexpended Grant funds | | |
| - Community Development Support Expenditure CDSE grant | 22,389.00 | 0 |
| - Refugee week | 1,912.14 | 0 |
| - Youth Camp | 5,465.68 | 0 |
| Trade Creditors | 22,642.20 | 24,821 |
| Accrued Expenses | 8,108.35 | 6,448 |
| Accrued Salaries | 397.60 | 0 |
| Union Fees Payable | 47.40 | 0 |
| Provisions for | | |
| - Youth Camp (CSS) | 0 | 1,739 |
| - Staff training (CSS) | 1,000.00 | 1,000 |
| - Annual Leave & loading | 22,744.86 | 36,028 |
| - Relief wages | 6,724.57 | 6,725 |
| - Long service | 22,512.99 | 15,715 |
| - Maternity leave | 37,982.83 | 31,556 |
| - Redundancy | 96,934.33 | 73,872 |
| - Generalist Worker Project | 0 | 12,115 |
| Reserves for | | |
| - Computer upgrade (CSS) | 1,000.00 | 1,000 |
| - Strategic Planning | 31,725.58 | 14,611 |
| - Office Equipment – Bankstown office | 3,308.23 | 3,308 |
| - Civic Education | 2,000.00 | 2,000 |
| - Computer upgrade - TAAP | 5,512.00 | 7,012 |
| - MRC Forum Association | 2,500.00 | 2,500 |
| - Policies & Procedures manual | 2,590.00 | 2,590 |
| - Marketing Strategy | 6,000.00 | 6,000 |
| - Information Booklet Project | 4,740.00 | 4,740 |
| | <u>59,375.81</u> | <u>146,115</u> |
| Total Liabilities | 308,237.76 | 282,062 |
| NET AVAILABLE FUNDS | 50,937.11 | 58,645 |

Audited Financial Report

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC

**Statement of Financial Performance
For the year ended 30 June 2004**

Audited Financial Report

| INCOME | 2004 | 2003 |
|--|-----------------------------|--------------------------|
| GRANTS | | |
| Dept. Immigration & Multicultural & Indigenous Affairs | 291,781.00 | 294,831 |
| Community Settlement Services Scheme 2003/04 | | |
| Iraqi Refugee Project | 0 | 12,366 |
| Small & Emerging CSS Project | 45,000.00 | 0.00 |
| Arabic Project | 58,313.00 | 42,975 |
| GW Project | 51,765.00 | 38,250 |
| Dept. of Fair Trading | | |
| Tenancy Advice & Advocacy Program | 338,362.20 | 325,300 |
| CDSE Project | 24,850.00 | 0 |
| Transfer from provision for Generalist Worker To TAAP Project | 0 (732.80) | 9,845 0 |
| Interest Received | 9,368.12 | 7,176 |
| Loan from MRC | 600.00 | 0 |
| Refund & reimbursements - Sessional | 22,177.15 | 16,521 |
| Misc/Income | 6,700.00 | 2,100 |
| Youth Camp Contribution | 8,220.00 | 4,750 |
| TOTAL RECEIPTS | <u>\$ 856,403.67</u> | <u>\$ 754,114</u> |

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC

**Statement of Financial Performance
For the year ended 30 June 2004**

| | <u>2004</u> | <u>2003</u> |
|--|-------------------|-------------------|
| <i>Total Receipts b/fwd</i> | 856,403.67 | 754,114 |
| EXPENDITURE | | |
| Advertising | 5,783.19 | 4,351 |
| AGM costs & open day expenses | 4,123.11 | 4,832 |
| Audit, Accounting & Legal | 21,300.00 | 22,080 |
| Bank Charges | 533.90 | 524 |
| Catering | 1,005.21 | 916 |
| Cleaning & waste removal | 7,719.95 | 7,184 |
| Computer maintenance | 1,737.48 | 11,078 |
| Conference & seminars | 1,601.99 | 1,881 |
| Consultants | 3,327.73 | 10,829 |
| Depreciation | 3,086.60 | 2,512 |
| Electricity | 10,633.49 | 8,062 |
| Emergency Relief | 280.00 | 30 |
| Filing & lodgment fees | 63.00 | 832 |
| General expenses | 59.81 | 302 |
| Information kit & Expo Expenses | 3,114.73 | 121 |
| Insurance - Workers Compensation | 16,792.35 | 8,444 |
| - General & Public Liability | 5,340.78 | 3,049 |
| - Professional Indemnity | 1,387.35 | 0 |
| Interest Paid | 58.78 | 0 |
| Internet | 2,400.44 | 2,763 |
| Information Technology Support | 10,798.20 | 13,282 |
| Interpreter & translation fees | 2,073.54 | 29 |
| Lease of equipment | 7,416.00 | 6,181 |
| Membership & Subscription | 4,338.92 | 3,350 |
| Office Furniture and Equipment | 3,116.14 | 511 |
| Occupational Health & Safety | 942.37 | 0 |
| Publications, books etc | 764.31 | 610 |
| Printing & Photocopying | 7,644.14 | 4,664 |
| Postage | 2,983.20 | 3,151 |
| Program costs | 1,068.45 | 0 |
| Project Management & Evaluation Fee | 5,380.00 | 2,909 |
| Provisions for long service | 6,797.78 | -4,330 |
| For Maternity leave | 6,426.61 | 0 |
| Relief Staff | 1,994.58 | 1,815 |
| Rent | 56,336.24 | 59,170 |
| Repairs & Maintenance | 4,736.54 | 4,917 |
| Salaries & Wages | 513,104.12 | 466,172 |
| Staff amenities | 4,964.82 | 4,855 |
| Stationary | 5,285.79 | -10 |
| Superannuation | 45,637.87 | 40,674 |
| Telephone | 20,062.11 | 19,729 |
| Travel & Accommodation | 5,280.44 | 5,413 |
| Training | 3,967.27 | 2,738 |
| Transfer to/(from) various reserves | 5,000.00 | -1,500 |
| Transfers to Salary Provisions | 13,268.74 | 32,344 |
| Transfer of unexpended grant funds | 28,028.27 | 0 |
| Youth Camp, Refugee week & festival week | <u>7,077.72</u> | <u>3,807</u> |
| TOTAL EXPENSES | <u>864,844.06</u> | <u>760,272</u> |
| Funds Available | <u>(8,440.39)</u> | <u>(\$ 6,158)</u> |

Audited Financial Report

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE INC

**BANK RECONCILIATION
AS AT 30 JUNE 2004**

| | <u>2004</u> | <u>2003</u> |
|--|-----------------------------|-----------------------|
| Bank Statement Balance as at 30th June, 2004 | | |
| St George Building Society | | |
| - Flexi Rate Account a/c 018 709 093 (MRC) | 36,458.15 cr | 36,753 |
| - Step Up Account a/c 047 569 181 (MRC) | 222,316.34 cr | 188,502 |
| - Fixed Term Investment a/c 0392 227 617 (MRC) | 53,083.23 cr | 50,874 |
| - Cheque Account a/c 018 708 381 (MRC) | 12,011.63 cr | 23,543 |
| Commonwealth Bank | | |
| - Cheque a/c 2133 10469153 | 2,224.65 cr | <u>22,273</u> |
| | <u>326,094.00 cr</u> | 321,945 |
| LESS unrepresented cheques | 4,851.62 dr | 17,147 |
| BALANCE AS PER BALANCE SHEET | <u><u>321,242.38 cr</u></u> | <u><u>304,798</u></u> |

CANTERBURY BANKSTOWN MIGRANT RESOURCE CENTRE

Level 2 - 59 Evaline Street
Campsie NSW

PO BOX 503
Campsie NSW 2194

Ph: (02) 9789 3744
Fax: (02) 9718 0236
email: cbmrcnsw@cbmrc.org.au
website: www.cbmrc.org.au

General
email: cbmrcnsw@cbmrc.org.au

Sessional Workers
email: sessional@cbmrc.org.au

Tenancy Phone Advice:
Ph: (02) 9787 4679

Bankstown MRC Office
2 Jacobs Street
Bankstown NSW 2200

Ph: (02) 9205 4373

Contributions and Compilation
MRC Management Committee
MRC Staff

Editing
Centre's Coordinator
Assistant Coordinator

Layout & Design
KLIK digital media studio
email: info@klikdigital.com
mobile: 0409 245 007

Printer
R.M. Gregory Printers
227 -231 Georges River Road
Croydon Park NSW 2133

Ph: (02) 9744 8979
Fax: (02) 9744 8032

notes