





## **WHO WE ARE**

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The Migrant Resource Centre (Southern Tasmania) Inc. is a not for profit organisation which has helped migrants and refugees to settle in Tasmania since 1979.

## **OUR VISION**

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A just, diverse and inclusive society.

## **OUR MISSION**

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To provide leadership in the community to embrace cultural diversity by delivering responsive services for migrants, particularly those who are socially and financially disadvantaged.

## **WE VALUE AND PROMOTE**

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The principles of justice, dignity and respect.

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Diversity.

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Collaborative community participation in an environment of inclusiveness.

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Culturally appropriate services to individuals and communities.



migrant resource centre  
southern tasmania inc.

49 Molle Street  
Hobart TAS 7000

Phone (03) 6221 0999  
Fax (03) 6231 1264

ABN 63 028 115 942

Cover image: Bhutanese puppet making

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## **OUR SERVICES**

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**Individual help for new migrants settling in Tasmania**

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**Help and support for older migrants**

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**Support and counselling for migrants who have experienced torture and trauma**

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**Community development and building cultural awareness of migrant issues**

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**Support and advice to government, business and the community about migrant needs and issues**



**As I write, it is springtime in Tasmania, with all of us emerging from a considerably cold and wet winter. Birds, blossom, bulbs and new growth fill our landscape. Spring heralds renewal and welcoming, and a fresh start.**

Our organisation is built on the premise of a fresh start for those humanitarian refugees and new arrivals settling into Tasmania. From those who are new to Tasmanian shores, right through to older members of our ethnically diverse communities, the MRC has been there for over 30 years to assist with the next step of their migrant journey.

Renewal has occurred this year both at the Board and senior management level of our organisation. We said farewell in May to Cedric Manen as CEO, whose valuable work took the MRC to a new level. It is our very good fortune that Alison O'Neill was recruited into this position, and she has been working closely with the Board to ensure the MRC is prepared for our very exciting, sometimes challenging, future. Alison has hit the ground running, and no doubt has the vision and communication skills to ably lead her management team and staff.

The main focus of the Board this year is the much-anticipated relocation of services to our purpose-built facility in Glenorchy. There has been a considerable amount of work undertaken to prepare for the transfer of the MRC to the KGV building, right in the heart of Glenorchy. The move, slated for April 2016, has the potential for additional opportunities for MRC and its clients. Preliminary talks with organisations co-located at the KGV development and in Glenorchy have been very positive. This will be an exciting chapter for us into the future.

Reflecting on the year that has been, the MRC has worked with many clients, delivering a range of programs in such areas as suicide prevention activities, driver training, work skills, and aged care. The highly skilled and linguistically diverse staff continue to provide a variety of social programs including day trips to Bruny Island and barbecues at Tolosa Park, as well as meals at the many day centres for our older migrant community members.

It was during celebrations for International Women's Day in March that I attended an afternoon tea for refugee women as a guest of the Lord Mayor of Hobart, Alderman Sue Hickey. The Lord Mayor met with a diverse group of women, and she welcomed them and listened with a depth of understanding and empathy to their many stories. The Lord Mayor and I appreciated the opportunity to listen to the stories of these women, and to make them feel welcomed and respected in Hobart.

There is a growing compassion in Tasmania and Australia on the plight of refugees. The MRC is on the front line to welcome those seeking asylum – to help people to resettle and integrate into the Tasmanian community. It is the continuing work of our organisation that looks to make a better life for refugees and the broader migrant community. We can continue to grow, to offer new and lasting opportunities and to partner with other organisations and the broader community to make this possible.

I would like to thank Her Excellency Professor the Honourable Kate Warner, AM, Governor of Tasmania, both for her interest in the MRC, and for accepting the role as Patron of the Migrant Resource Centre (Southern Tasmania) Inc.

Thanks also to all volunteers who have been involved with our great organisation. For those who are continuing with the MRC, my thanks for your ongoing work. For those whose time with the MRC finished this year, good luck on the next part of your journey. In particular, I would like to thank Otto De Vries, immediate-past Chairperson of the Board, and Board members – Paul Patel, Don McNichol, Margaret Baikie, June Templer, Parisa Aminzedah and Brent Feike for their significant collective contribution over their many combined years of service on the Board. It is time also to welcome new additions to our Board, and I look forward to working with all of you for the MRC, as well as others who are involved with our organisation, to grow and prosper.

**Helen Burnet**  
**Chairperson**



**As you read the stories featured in this year's Annual Report it is crystal clear the important impact the Migrant Resource Centre (Southern Tasmania) Inc. (MRC) makes for both our clients and the broader community.**

Our role includes everything from helping migrants settle, expert counselling services, aged care programs, community development, employment support and special projects, all of which are underpinned by a broad array of service delivery that our staff and volunteers embrace the challenge of on a daily basis.

This year was one of change with a new chair leading the Board of Management, and the farewelling of longstanding former Chief Executive Officer Cedric Manen in May. The position and respect of the MRC and its services in the community is a testament to those that have travelled before us, and I take this opportunity to acknowledge the significant contribution Cedric made during his time with the organisation. The ability of the MRC to smoothly navigate through these changes is an illustration of the strength of commitment to our vision and the focus of the Board, Management and Staff.

During the year we were pleased to be recognised for our quality service delivery with the continuation of settlement service funding obtained until 2018. This security allows the settlement team to continue to build on past initiatives with humanitarian entrants while focussing on new and emerging issues, of which youth engagement and support is a high priority.

In aged care, the addition of new packages in our home care support program allowed us to extend our services to new multicultural clients while we also introduced consumer directed care giving greater flexibility and choice to care recipients.

Across the organisation there are wonderful outcomes in a range of program areas, and our agility and capacity to respond to both altered policy direction and shifting client needs ensures our services transform in line with our client expectations. While our ability to be innovative and creative is positive it is also the tried and tested practises underpinned by the core element of understanding and appreciating culturally and linguistically diverse communities that enable us to succeed.

To the fantastic MRC team I thank you for the achievements of the past year, it would not be possible without your dedication and efforts.

I also offer my sincere thanks to our funding bodies, those that partner and collaborate with us, and those that support us. The generosity of spirit and goodwill of the wider community is also greatly appreciated and we thank all of our supporters for sustaining the MRC's work with migrants and refugees in promoting diversity in our community.

Finally, with the KGV Community Hub facility now well under construction, it is exciting to see how the potential of this building to help shape our future direction. Our vision is for a centre that is a hive of activity, thriving on established and new networks, partnerships and new program innovation. I am delighted to have the opportunity to guide the organisation in this period, when we are well placed to explore opportunities, take on new challenges and rise to the challenge of broadening our impact.

**Alison O'Neill**  
**Chief Executive Officer**

**The Migrant Resource Centre offers Cross Cultural Awareness Training to organisations and government agencies, as well as in-house to new staff, volunteers and students on placement.**

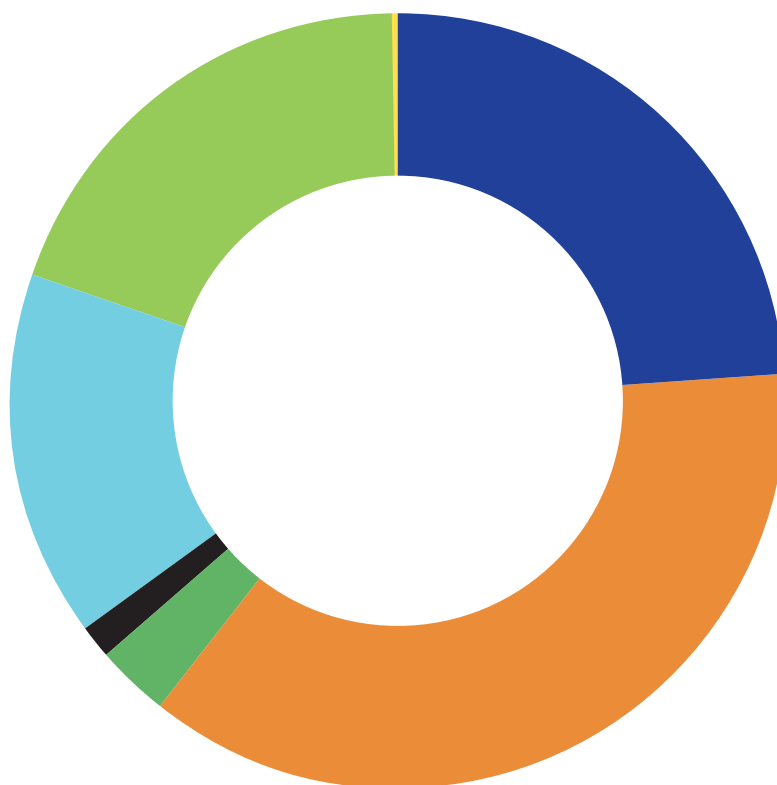
Cross Cultural Awareness Training provides awareness and understanding of Culturally and Linguistically Diverse (CALD) communities in Tasmania. Drawing on direct experience with clients, our trainers deliver information sessions on topics such as:

- Settlement of newly arrived humanitarian entrants
- Torture and Trauma – its impact on settlement
- New and emerging communities
- Established communities
- Older migrants
- Culturally appropriate aged care
- Effective communication
- Effective use of interpreters






Staff delivering training have extensive experience across a range of MRC's program areas – from youth work to aged care – and tailor information that is current and suitable for specific target groups.

This year we had the opportunity to deliver a number of CCAT sessions, continuing our commitment of raising awareness within the community of the issues and barriers our clients experience on a regular basis.

















## CLIENT BIRTHPLACE

								
	Africa	Asia	Australia / Pacific	Central / South America	Europe	Middle East	North America	Totals
Connect	150	197	0	2	0	38	0	387
English Language Classes	7	38	0	7	14	7	0	73
Frail Aged Care	0	18	0	2	38	0	0	58
Home and Community Care	3	80	32	5	199	0	0	319
Phoenix Centre	69	66	0	4	1	114	1	255
Settlement	157	156	1	1	0	164	1	480
Administration	16	63	16	3	7	3	0	108
<b>Total</b>	<b>402</b>	<b>618</b>	<b>49</b>	<b>24</b>	<b>259</b>	<b>326</b>	<b>2</b>	<b>1680</b>



## CLIENT AGE

													
	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Unknown	Total
Connect	0	4	156	93	55	25	6	0	0	0	0	48	387
English Language Classes	0	1	12	18	17	9	11	5	0	0	0	0	73
Frail Aged Care	0	0	0	0	0	1	4	10	26	17	0	0	58
Home and Community Care	0	0	0	0	0	1	41	94	155	28	0	0	319
Phoenix Centre	12	53	43	71	46	17	8	2	1	0	0	2	255
Settlement	0	40	135	127	93	46	29	6	4	0	0		480
Administration	0	0	34	22	17	10	7	1	0	0	0	17	108
<b>Total</b>	<b>12</b>	<b>98</b>	<b>380</b>	<b>331</b>	<b>228</b>	<b>109</b>	<b>106</b>	<b>118</b>	<b>186</b>	<b>45</b>	<b>0</b>	<b>17</b>	<b>1680</b>











## NUMBER AND TYPE OF ACTIVITY

	●	●	●	●	●	●	●	●	
	Training	Settlement / Youth Activities	Day Centre	Support Groups	English Language Classes	Community Information Sessions	Community Development and Cultural Events	Other	Total
Connect	5	7	0	0	0	1	0	1	14
English Language Classes	0	0	0	0	97	0	0	0	97
Frail Aged Care	32	0	0	0	0	5	4	3	44
Home and Community Care	0	0	135	32	0	0	0	0	167
Phoenix Centre	23	0	0	34	0	6	16	0	79
Settlement	14	80	0	0	0	28	32	0	154
Administration	0	0	0	0	0	0	0	108	108
<b>Total</b>	<b>74</b>	<b>87</b>	<b>135</b>	<b>66</b>	<b>97</b>	<b>40</b>	<b>52</b>	<b>112</b>	<b>663</b>

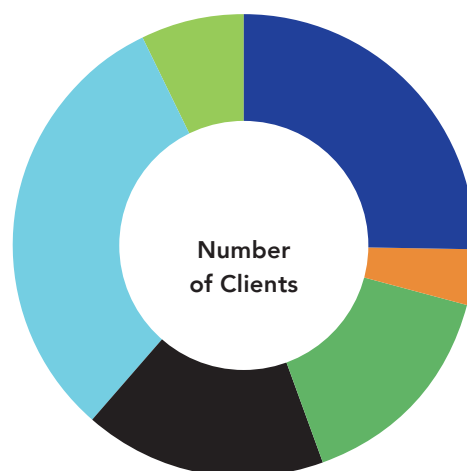
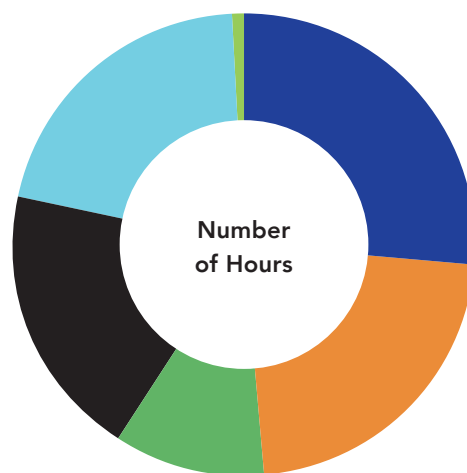
## DIRECT CLIENT WORK

	Clients	Total Hours
 Connect	387	4,658
 Frail Aged Care	58	3,900 (2EFT)
 Home and Community Care	236	1814
 Phoenix Centre	255	3391.2
 Settlement	480	3628
 Administration	108	120
<b>Total</b>	<b>1524</b>	<b>17511.2</b>

MRC offers room and kitchen facilities to community groups and other organisations for a place to gather for meetings, social functions, training and other community activities.

## ROOM BOOKINGS

Activity	Number of uses
<b>Community Workshops</b>	2,034
<b>Language Classes</b>	341
<b>Social Activities</b>	173
<b>Training</b>	3
<b>Total</b>	2,551



## THE STORIES OF OUR CLIENTS

**The Migrant Resource Centre has a diverse client base covering a large range of services developed over the years, and more recently, to meet the needs of the communities. Our clients have many stories to tell and we are pleased to offer some of these stories to you in the Program area reports.**



**Oma Thapa was born in a refugee camp in Nepal, and after spending the first 18 years of her life in the camp, Oma, her parents and younger brother arrived in Tasmania in August 2010. Oma and her family were reunited with her three older brothers who had re-settled in Tasmania a few months earlier. Oma is very proud to call herself an Australian after gaining Citizenship in May 2015, “a very memorable and significant event in my life”.**



Oma Thapa

Oma completed the Tasmanian Certificate of Education at Rosny College before moving to Sydney to live with her husband where she found it difficult to secure employment, especially as she was new to Australia and fresh out of college with few skills to offer. The skills Oma had before arriving in Australia were not transferrable. Oma knew she wanted to work in the Aged Care industry; it has been her passion for as long as she can remember, so she went about finding a course which would enable her to achieve her career goal.

Oma enrolled in Certificate III in Aged Care and Home and Community Care with Bankstown TAFE in NSW in 2014. During this training Oma completed work placement at an Aged Care facility in Sydney, further highlighting this was the career she wanted. After completing her training Oma returned to Tasmania due to family circumstances.

First visiting Connect in January 2015 after being referred by her older brother Mitra, Oma came with excellent English communications qualifications to match her chosen career, and enthusiasm to secure work. Most importantly, she presented with a kind and caring nature, and a sincere passion for working with the elderly, exactly what is needed when wanting to work in Aged Care. Since returning

to Tasmania, Oma found it very difficult to secure employment, with Aged Care industry “extremely competitive with many qualified people looking for carer work”. Connect assisted Oma to update her résumé and develop a cover letter.

Oma and Connect have since submitted numerous applications for Aged Care work in Southern Tasmania. Connect used their connections in the Aged Care industry to organise an interview for Oma with the Human Resources (HR) Manager of Glenview Community Services in Glenorchy. Oma received extremely positive feedback and a request from the HR Manager to come back for another interview when a position is available. Oma has been fortunate to secure some seasonal work at a vineyard whilst working towards her career in Aged Care.

Connect is extremely positive Oma will secure paid care work in her chosen field in the near future. She is maintaining a positive outlook regarding finding work in Aged Care advising “I will never give up applying for Aged Care work”.

**“I will never give up applying for Aged Care work”**



**“...with over 40 languages spoken at the Hotel they wanted to provide additional support so their staff would be more confident in their communication skills.”**

## **ENGLISH AT THE HOTEL GRAND CHANCELLOR**

**Throughout the year Connect has been working closely with the Hotel Grand Chancellor in Hobart to secure work experience opportunities for clients who have a passion for work in the hospitality industry. The Hotel Grand Chancellor has provided Connect with work experience opportunities and seven people have secured work in housekeeping and kitchen duties.**

The ability to satisfy and anticipate evolving customer needs continues to be a significant priority for the Hotel Grand Chancellor. Hospitality is a fast-paced and sometimes stressful industry which often includes working long and irregular hours. Early morning and late night rosters, long shifts and juggling different jobs are some of the challenges faced by staff. The Hotel Grand Chancellor invests in resilience programs for their staff to better equip them to deal with

the demands of the work including an outstanding induction program, ongoing buddy system and continual support. The CEO mentioned that with over 40 languages spoken at the Hotel they wanted to provide additional support so their staff would be more confident in their communication skills.

MRC has experience with English language tuition, and, from April this year, after a short hiatus, we have been able to recommence English language classes with funding provided by 26Ten. The classes give students who would otherwise be denied such a service, access to an environment that encourages skill development in the English language. The program assists students to become more confident to seek opportunities in further education, training and/or employment.

Given the experience and skills of MRC, Anne Hamilton raised the idea of commencing English classes at the Hotel Grand Chancellor with the CEO and HR Manager, using a teacher from MRC's English Language program, Elizabeth Hartridge. English classes are held twice a week at the hotel and it is proving to be a most successful project.



Elizabeth Hartridge, front second from right, with students at the Hotel Grand Chancellor

## CONNECT REPORT

**Established in 2010, Connect Employment Support Services continues to provide employment programs to former refugee and humanitarian entrants in Southern Tasmania. We pride ourselves on taking a person-centred approach to servicing our clients and developing strong working relationships with local businesses to fulfil their recruitment needs.**

Connect provides vocational counselling for job seekers to identify a suitable career path, assistance with training to ensure they have the right skills and qualifications to enter their chosen industry, and job opportunities through local businesses.

Connect also assists with work preparation skills aimed at educating clients about career options, workplace rights and obligations, work ethics, interview techniques and providing support and mentoring for people facing non-vocational barriers to employment.

Because former refugees come from enormously diverse backgrounds, with a range of skills and life experiences, there are a number of targeted approaches and programs Connect provides in helping people gain employment. These include:

- Work experience opportunities
- Career advice, planning and job search support
- Individual case management
- Mentoring support whilst transitioning into the workforce
- Assistance with employers on the client's behalf
- Client follow-up after employment has commenced

## PROJECTS

**In August 2014 ten clients graduated with Certificate III in Asset Maintenance, provided by Asset Training, with some of the participants now employed in the cleaning industry.**

Twelve clients participated in a Taxi Ancillary Certificate course in February to gain the required training and assessment to become qualified taxi drivers. All twelve participants received their certificates and are now taxi drivers in Southern Tasmania. Connect partnered with Driver Safety Services Training to provide this course.

An Introduction to Construction course was held during the April school holidays for young people to gain an appreciation of Australian work culture and practices as well as Work Health and Safety responsibilities in the construction industry. Our ongoing partnership with OnRoad OffRoad Training is proving to be most successful.

Connect has worked with Rosny College to provide students with five sessions on work preparation and assistance to identify career goals and aspirations.

Connect would like to thank the many businesses that continue to support our clients with work opportunities, and to the staff at Glenorchy LINC for their ongoing support and hospitality throughout the year. Glenorchy LINC has generously provided space for Connect staff to work every Friday for outreach services for the clients.

I would like to thank Angela and our volunteer Denis for their dedication and hard work during a challenging yet very rewarding year.

**Anne Hamilton**  
**Manager, Connect Employment Support Services**



Twelve clients participated in a Taxi Ancillary Certificate course in February



Shuzhong Wang and Zengrui Liao

## SHUZHONG WANG AND ZENGRUI LIAO

We got married in 1962. I was teaching mathematics in a Beijing University, and my wife was teaching geology. We were both professors. My wife was moved by the Government to teach in Hubei Province 116 kilometres away. There was no choice for her not to go. We met once a year for 12 years, and we had two boys who grew up in Beijing.

The Home Care Package has made a huge difference; we have staff coming who speak Chinese which is great for me, because it makes me talk more. When Horst (the support worker) comes he helps my wife with English while he works. The new package has enabled me to have lots of very helpful equipment, such as a special chair which helps me to get up more easily. Recently we hired a bed from the MRC, which has made life much better. I don't get dizzy when I sit up and it's easier for Zengrui to manoeuvre the wheelchair around.

### – Shuzhong Wang

We came to Australia in May 2012 and we lived for two years with our younger son. Our older son lives in Beijing. We now live in South Hobart. One of the things we really like is that in China we had to wait a very long time to see a doctor or any other kind of medical professional. There was no appointment system. Now it's much, much easier and very good. Life is good. To be together is wonderful. The Chinese Pastor comes to talk about the bible with me. On Wednesdays a volunteer teacher comes to teach me English.

### – Zengrui Liao

## FRAIL AGED CARE REPORT

Each year we work with older people who require support to sustain their independence. We hear stories of survival, migration, of building new lives and pride about children and grandchildren. We shake the strong hands of farmers and builders; eat the cake of seamstresses, farmers and factory workers.

Our Team is here to assist people in utilising their aged care package to help keep well and stay connected with family and friends. Their stories, their experiences, and their commitment to a new home are worth hearing; these are the privileges of this job.

## HOME CARE PACKAGES PROGRAM

We were successful this year in increasing the number of Home Care Packages from 43 to 58. This increase included 7 new Level 3 packages and 8 new Level 4 packages. With the addition of the Level 4 packages we now have 19 high care packages in place. This is a great boost for our existing and new clients as we are more able to provide higher levels of support as needs change.

Our transition to Consumer Directed Care has been ongoing since 2013. Clients contribute a basic fee and can see and control the planning of services as well as understand their package budget.

**"One of the things we really like is that in China we had to wait a very long time to see a doctor or any other kind of medical professional. There was no appointment system. Now it's much, much easier and very good."**

## **PARTNERS IN CULTURALLY APPROPRIATE CARE (PICAC)**

The focus of PICAC is to equip and support residential and community aged care service providers to deliver culturally appropriate care to older people from CALD communities.

Resources include:

- Culturally-specific Resident Handbooks, cue cards, and communication posters which have common words and phrases used in aged care in numerous languages
- Demographic data to identify CALD-specific needs and barriers
- Training and professional development to equip service providers to increase their skills in providing culturally sensitive care.

The specialist training includes:

- Torture & Trauma – how to support older people from diverse backgrounds who have experienced trauma
- Speaking My Language – identifying best practice in understanding behaviours of people with dementia from CALD backgrounds.
- CALD-specific issues in Palliative Care
- Continence Care of older people from CALD backgrounds
- Working effectively with culturally diverse clients and co-workers

This year the PICAC program has facilitated 32 workshops to over 280 participants as well as numerous information sessions. Participants come from many professional backgrounds including Nurses, Diversional Therapists, Occupational Therapists, and students in aged care, Carers and staff from residential aged care facilities.

## **CALD PROJECT**

The Annual CALD State Forum was again held this year in Campbelltown with a focus on food, culture and oral hygiene. This was the final Forum as the CALD Project was unsuccessful in receiving ongoing funding. The Forum has been a very popular event with over 100 attendees each time, hearing and speaking about issues such as racism, aged care, dementia, "healthy ageing – a cultural perspective", oral health, food and culture, health promotion and health indicators to name but a few.

Each year of the CALD Project bicultural workers have been employed in the south and north of the state, and at times the North West. Many diverse communities have been represented through the bicultural workers. The value the bicultural workers have added to the organisation over the years has included cultural education of MRC staff, community connections and future workers in aged care.

MRC farewelled Suzanne Feike, Project Officer for the CALD Project, in June and we wish her well in her future studies and endeavours.



Mon Maya Kafley at the Puppet Making Workshop

I would like to express deep thanks for the team's hard work and commitment to our clients and organisations.

**Fiona Strahan**  
**Manager, Frail Aged Care**





Charles Chung

## CHARLES CHUNG

**My name is Charles Chung. I was born in Canton, China. I came to Australia in 1932 as a boy. I was supposed to go to school, but unfortunately, only for one year because I needed to help my father in his shop. My father was the manager of two retail shops and he also had to manage two large market gardens. Because I only went to school for one year, my English is not good. I have two older brothers – they both went to Elizabeth School and finished; they were well educated. Not that I liked to work after one year of schooling, I had to because in Chinese traditional culture you have to respect your parents and do as you are told.**

After World War Two, my father retired and went back to China and I had to start my own business in Hobart. I opened the first Chinese restaurant in Hobart city in 1955. On the opening day we invited the Premier, Mr. Cosgrove, and another 120 politicians and businessmen. The restaurant normally seated 140 customers, with the maximum of up to 200. The restaurant was partnered with my two other brothers, and I was appointed as the manager. We invited a chef from Hong Kong to take charge of the kitchen. We had a three piece organist on every Friday and Saturday night, including a vocalist. Occasionally, such as on Chinese New Year, we put on a special show. We had dinner music every night from 6 to 8 pm. The business was very steady and good. After five years I resigned and handed it over to my sister-in-law, but I still ran it as a co-owner. In 1961 I started my own fruit business in the city. I opened four shops in the heart of the city called Chuang's Food Store. The business was excellent. I sold the business in 1985 and then retired.

Long before that, we were always thinking the Chinese people in Tasmania should get together to socialise. Then we started a meeting for all the people in Hobart and Launceston. We suggested we should start a club to get together. In 1969 they appointed me as the first president of the club. I organised a donation and we bought a property at Albert Road, Moonah. It was a big old house where we could work in the hall for committee meetings, and it had plenty of room for parking and sport facilities. But after I retired I moved to Sydney to live, and people suggested that we should sell the property and move the club to city. That is the present place in North Hobart. When I returned back to Hobart to live in 1988, we had to start to raise funds to build the present club house. The money from the club in Moonah could only just buy the land in North Hobart.

Not long after I retired I started to go to MRC's Chinese Day Centre. It has been about 20 years now. I come to Day Centre because I like meeting people and mixing with people from all nationalities. I met a few German, Russian, Italian and Greek people, and I made friends with all of them. One of the best parts of coming to Chinese Day Centre is that there is somewhere I can go. I would be feeling just lost if I couldn't come to the Day Centre.

I think the Migrant Resource Centre started an excellent thing for Chinese people, especially. I know there are not only Chinese people but every nationality all coming to Migrant Resource Centre, and the Chinese community is only a small part of it. We are very pleased of what they do to help the migrant people in educating and solving their problems and so on. Personally, I think the Migrant Resource Centre is doing a terrific job to help all the migrant people in Hobart.



## HOME AND COMMUNITY CARE REPORT

**MRC's Home and Community Care (HACC) Program provides services for people from diverse cultural and linguistic backgrounds who are frail aged and younger people with disabilities and their carers. We have a wonderful team of people, volunteers and staff, whom I would like to thank for all their work throughout the year.**

Aged care services have undergone major changes in the last year but we have been able to continue to provide services as per usual in 2014 – 2015. These include:

### Individual Client Work

We work with people individually on issues to do with staying at home independently for as long as possible, often connecting people with services such as home help, personal care and shopping assistance. We also offer advocacy services due to the language and cultural barriers that our clients may face.

### Specialised Counselling

Our Counsellor provides counselling related to post traumatic stress disorder (PTSD) that many of our clients experience. This service is also available to families of survivors of trauma.

### Healthy Living Group (HLG)

The Healthy Living Group provides clients with an opportunity to meet with friends, visit places they may not usually go, and to keep active by getting out of the house to do some walking and light exercise. The HLG endeavours to include a component of social, physical and information activity in each session.

### Pontville Cemetery Visits

It is a traditional practice for many cultures to visit and maintain the grave sites of loved ones. These visits are run on a monthly basis and it has been very popular throughout the year as there is limited public transport to Pontville, and a taxi ride would be very costly.

### Day Centres

We run three Day Centres: German, Chinese and Multicultural. We provide our Clients with an opportunity to meet together with their friends, share morning tea and lunch and participate in activities such as Tai Chi, games, and outings to different places of interest. This is a very valuable service that we provide to our clients.

Barbara Marcin, our Day Centre Co-ordinator of many years, retired in November 2014. I would like to thank Barbara for her work over the years. I would also like to take this opportunity to welcome Nicole Turner as the new Day Centre Co-ordinator.

### Bhutanese Elders Group

This year we had the opportunity to run a pilot project with elders from the Bhutanese community. It was identified that there is a large number of older people in the community who are isolated and who would benefit from organised and regular activity. This group has been very successful in alleviating isolation for a number of the Bhutanese elders.

**Monika Dutkiewicz**  
Manger, HACC



German Day Centre BBQ at Tolosa Park

**“The stories are honest and confronting but whilst sad, they offer hope to those who may have similar feelings as well as friends and family.”**

## PHOENIX FORUM

Each year the Phoenix Centre holds a forum as part of its coordination role of the Tasmanian Transcultural Mental Health Network. The March 2015 forum focussed on youth and the support strategies needed to maximise the mental health and wellbeing of multicultural youth. The forum was an opportunity to launch the MYAN TAS Our Voice Matters report as well as the You're Not Alone DVD. Over 100 people attended the forum, including teachers, youth workers, counsellors, support workers and Government representatives. The forum provides an excellent opportunity to share information about innovative programs being conducted in Tasmania and interstate, as well as to raise awareness of resources, and network with others who share similar interests. A presentation by a staff member from ASETTS in WA about their work on a City of Courage youth project led to a successful application for Tasmanian Support Levy funding to conduct a similar project in Southern Tasmania. The project will enable 8 young multicultural Tasmanians to participate in training to increase their leadership skills and gain employment as multicultural youth leaders.

## COMMUNITY CONNECTIONS

The Phoenix Centre's Suicide Prevention team had an exciting year with lots of activities, resource development, community activities and training contributing to the CALD Community Connections program. A highlight was the development of the DVD You're Not Alone which features stories of people who have managed to recover from times when they were feeling desperately low. The stories are honest and confronting but whilst sad, they offer hope to those who may have similar feelings as well as to friends and family. The DVD also demonstrates the important roles friends, family and communities can play in supporting people in their recovery. The DVD is available for distribution nationally and was funded by the Department of Health.





Bearing Witness



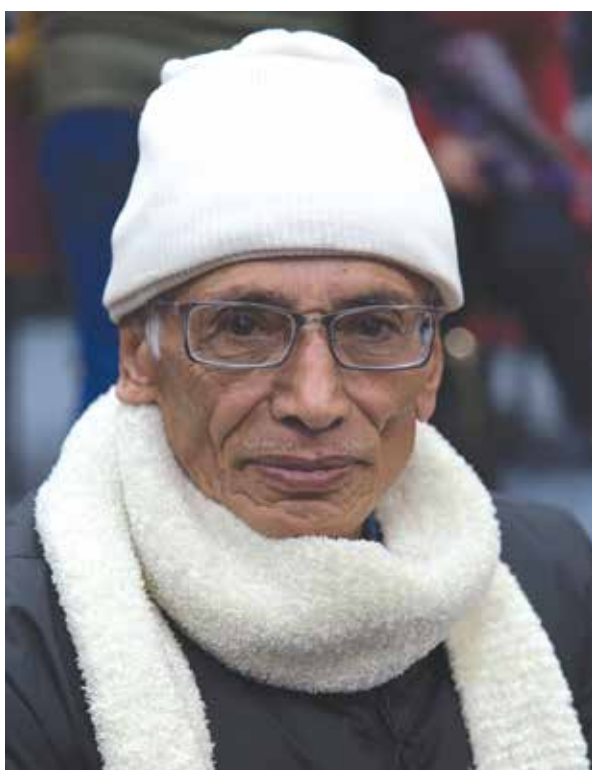
## BEARING WITNESS

In addition to the counselling, natural therapies, group programs and project activities the Phoenix team is involved in, Phoenix staff have been involved in an exciting advocacy project. Over several years the Phoenix Centre team has been working on developing a performance piece known as Bearing Witness. Bearing Witness was written and directed by respected Playwright and Director Sue Benner and developed by the Phoenix Centre to celebrate and acknowledge the strength of survivors of torture and trauma. The performance weaves powerful images and beautiful music with remarkable stories of survival and resilience. The audience's responses demonstrated the powerful impact of this exceptional performance. Here's some feedback from those who bore witness...

"I feel very thrilled that I was able to come here and listen to the people. It was such an engaging way of telling the stories. The images of the people... To look into those faces... was just an incredible thing, at the same time as hearing the words and being in people's presence. It was very special. Thank you."

"The calibre of those people... Makes you wonder why anyone would not want them here. They are obviously going to improve our gene pool. They are obviously such incredibly talented and compassionate people. Pity we don't have more compassion."

"It's very powerful... yes, very powerful in their own words. It's quite humbling to be actually able to hear it from them... and to see their faces with it. It's not just an image on a screen... it's actually to be able to have the people standing there in front of you gives it that... I don't know... Just brings a different sort of humanity to it."





## PHOENIX CENTRE REPORT

The Phoenix Centre provides support for people who have experienced torture and/or trauma prior to arriving in Australia. We work closely with individuals, families, communities, other service providers and Government. Our work is guided by the work of similar agencies across Australia, ensuring we deliver high quality services comparable with the best in Australia and the world. We're proud of the work we do and the outcomes our clients achieve.

As I write this I'm observing staff interacting with clients or heading off to meet clients in schools or homes. It is clear Phoenix staff are creative, adaptable, skilled and dedicated to their clients. One counsellor is carrying a guitar, presumably about to incorporate music into a counselling session, another is tidying art materials after an art therapy session and our natural therapist is preparing oils and music in preparation for a massage session for a client who is experiencing extreme pain. Other staff are gathering materials for a well-being group, another is loading djembe drums into a car for a DRUMBEAT session at a school and another is putting the final touches on a presentation on trauma for university students. Phoenix staff are involved in a wide range of activities. They know how to engage their clients, to gain trust, to create a sense of safety and an environment conducive to healing from extraordinary experiences.

**"They know how to engage their clients, to gain trust, to create a sense of safety..."**



As the Tasmanian member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), Phoenix Centre staff welcomed the opportunity to meet their interstate colleagues at the FASSTT National Conference. The Conference is held roughly every 4 years and is a terrific opportunity to learn, share knowledge and build the capacity of staff to deliver high quality services and add to the evidence base of the effectiveness of our work. As well as implementing learnings from the Conference into our practice, strong long-lasting connections were made across the FASSTT network.

The Phoenix Centre is supported by exceptional volunteers. Our volunteers provide additional support to our clients, from a regular phone call or visit to a socially isolated client, taking a client on an outing, or helping with difficult situations, to massage and osteopathy. Our staff and our clients truly value the generous time our dedicated volunteers provide.

It's been a challenging year responding to an ever changing policy environment, particularly in relation to those seeking asylum in Australia. The commitment of Phoenix staff and volunteers has enabled us to meet these challenges and I thank them for their ongoing commitment to providing high quality services and to continuing to support our clients and the values of the MRC and Phoenix Centre.

**Dr Gillian Long**  
Director, Phoenix Centre

**“...there was much excitement exploring the campsite, its surrounds and native wildlife.”**

## DRIVING

Safe and legal pathways for humanitarian entrants to learn to drive is vital to their settlement. One of our driving program graduates Christopher said it best: “Safe driving is so important. Bad drivers make problems not only for themselves but others. It’s a big risk. Bad drivers are like a moving bomb. It can create damage.”

It is always more challenging than people expect. MRC Car Café participant, Hari, explained:

**“There are lots of road rules here in Australia. I was able to drive in Australia using my overseas licence but I had a lot of difficulties driving on my own because the road rules were new, lots of new rules, so I haven’t driven anymore. To learn to drive is not easy; it’s very hard, but we need to have driving skills. I learn and I am still learning with the help of the Migrant Resource Centre driving mentor program and Car Café.”**

Even when people have driven overseas, they still need to learn the Tasmanian road rules, arrange finance for their first professional lessons, recruit a volunteer mentor, engage an English speaking volunteer in practice sessions, and, of course, drive steadily, with the nerves, for the test!

Many people buy a car thinking it will fast track their progress, but what is really needed is a volunteer to supervise their practice sessions.

**“I’m now hoping my wife can get some support from MRC, we have a car but it’s very big and I don’t have my licence for more than two years so I can’t give her lessons. She just needs training. The Driver Mentor Program is a very good program. I support this program. It is very useful for people.”**

What happens after people get their Ps? We have seen people who are now able to transport a child with a broken leg to school, start work in the community sector doing home visits, access agricultural work in regional areas, transport family members to therapy, and escort isolated elders to community events. Driving matters for the whole family. Thank you to the volunteers who fuel the driving program – with driving sessions, assisting with English practice and road rules, making recordings of driving information, developing resources and making connections to recruit learner driver mentors.

## YOUTH CAMP

Each year the Settlement team hold a camp for youth clients. For most participants the Youth Camp is an opportunity to experience a very different style of ‘camp’ than that which they experienced as refugees prior to coming to Australia. Our Youth Camp in April was full of opportunities for adventure on the Tasman Peninsula. The Tasman community provided much welcomed support for the camp, including providing camping gear and organising a fishing trip. Setting up tents and cooking on campfires at Fortescue Bay was a great change from school and normal family life, and there was much excitement exploring the campsite, its surrounds and native wildlife. Despite lots of searching for ghosts during the Port Arthur Ghost Tour, and a noisy combination of shrieking and bravado, the ghosts remained elusive. Although an exciting experience, heading out on a fishing boat to view the magnificent Peninsula coast line and catch some fish was a bit too ambitious for a few who were overcome with sea sickness. At least the fish were happy! The benefits of wetsuits were soon discovered by those who couldn’t resist swimming despite the water temperature being below what is acceptable to most of us. All those who took part in the camp enjoyed themselves immensely. Successful camps require lots of time and preparation and the Settlement team ensured the 2015 camp was a great success. We look forward to planning lots of activities for young people during 2015-2016.





**"...this is the best day I've had in my whole life..."**

## FAMILY DAY OUT

For many families new to Tasmania, opportunities to spend time together enjoying Southern Tasmania's lovely parks, reserves and playgrounds are rare. The Settlement program provides these opportunities through its Family Day Out events. For some, these events are a rare opportunity to venture out of the familiar surroundings of the Northern suburbs, city and Eastern Shore. They provide a chance for children, parents and grandparents to spend a fun day with other families, sharing food, stories and new activities. For one young girl at the January Family Day Out, the excitement of paddling in the water at Lower Sandy Bay was almost too much. It was heart-warming to hear her shrieks of delight as she jumped in the tiny waves and felt the pull of the water on the sand beneath her toes. As her mother and grandmother watched from the shore close by, she clung to her Phoenix counsellors hand and said excitedly, "this is the best day I've had in my whole life".

## MYAN FUSE

Five young multicultural Tasmanians were supported by MRC and MYAN TAS to participate in FUSE – Australia's first-ever national multicultural youth summit. The event was held in Sydney and brought together 40 bright young multicultural leaders from across Australia. Working with the themes of 'Connect', 'Ignite' and 'Trail-blaze', the group learnt advocacy and leadership skills and put these skills into action during a session with politicians and other VIPs.

At a local level, MYAN TAS consulted with young people across the State to identify issues important to them and develop recommendations to improve the settlement experience. The consultation report "Our Voice Matters" was launched in March and has become an important document for those who are involved with multicultural youth. MYAN TAS is now focussing on implementation of the report's recommendations to ensure the particular needs of multicultural youth settling in Tasmania are addressed.

**“Achieving the independence gained through being able to drive legally on Tasmanian roads isn’t easy, but it’s one of the most important goals of many of our new arrivals.”**



## SETTLEMENT SERVICES REPORT

The MRC Settlement waiting room is often filled to capacity with people eagerly waiting for the start of ‘drop-in’ case management support sessions, migration advice, citizenship workshops or just having a coffee and chat with the friendly, welcoming, Settlement team staff and volunteers. Working from a strengths-based perspective, the Settlement team supports clients to identify and build on existing skills and knowledge to achieve goals, overcome problems and gain independence.

Our carefully designed and delivered Settlement services range from community development support, migration advice, case management and youth support, to helping clients to navigate pathways to driving and participating in large community outings.

The MRC recognises the specific needs of multicultural youth. Through case management support, referrals, group activities and leadership opportunities, the Settlement Youth team have assisted over 100 young people to identify and achieve their goals. Funding from the Multicultural Youth Advocacy Network (MYAN) enabled consultations to be conducted with young people across the state, resulting in a clear position paper and recommendations for addressing the particular needs of Tasmania’s multicultural youth – needs which differ from their Australian born counterparts and those of older people settling in Tasmania. The Youth team is looking forward to building on its achievements of 2014-2015 and creating new opportunities for young clients at the MRC’s new home at KGV in Glenorchy.

Achieving the independence gained through being able to drive legally on Tasmanian roads isn’t easy, but it’s one of the most important goals of many of our new arrivals. The Settlement driving program supports people to gain the skills and knowledge needed to drive safely at each stage of the process of learning to drive. Over the last few years careful consideration of the needs of learner drivers over each stage of the process of learning to drive has resulted in a comprehensive driving program with opportunities for learning and developing skills regardless of where people are on the learner pathway. For those starting out, the Car Café concept provides an ideal opportunity to learn the language of driving through conversations about road rules and traffic scenarios. For those who have progressed to on-road driving, our skilled volunteer mentors provide much needed opportunities to practise practical driving skills and gain the on-road hours needed to be sufficiently competent to sit the ‘P1’ test.

The Settlement team works extraordinarily hard to ensure it provides the best possible service to clients. Each week our staff are supported by a dedicated team of volunteers providing support for our clients and for the wide range of services and activities we offer. I am extremely grateful for the support of our staff and volunteers and look forward to continuing to work together to provide the best possible settlement experience.

**Dr Gillian Long**  
**Manager, Settlement Services**

**Corporate Services provides support to all program areas through its administrative functions in Finance, Human Resources, IT, Work Health and Safety, and Asset and Information Management. Corporate Services also has responsibility for funding contract management, operational policies and procedures, housing, and the management of our volunteer workforce.**

There have been some changes to the staffing structure in the Corporate Services team this year. Grazyna Smith, who managed the volunteer program for a number of years, ceased working in this area to focus her time solely in the Home and Community Care program. I would like to thank Grazyna for her dedication to the volunteer program and her ongoing support in this area as we transitioned to a new volunteer management structure.

This year MRC managed eleven Housing Tasmania properties in the Greater Hobart area. The properties are primarily for former refugees and humanitarian entrants, with the purpose being to provide accommodation for one to two years in the initial years of settlement. This allows tenants the opportunity to explore longer-term accommodation options in the private and public housing market.

IT has been a key focus area for MRC this year. IT infrastructure is a pivotal aspect of the functionality of the organisation, and MRC continues to explore new opportunities to assist in delivering our services. This year we migrated to a cloud-based email server which has the potential for greater online collaboration between staff, especially as we work across multiple sites. This year we also commenced work on an IT Management Strategy in conjunction with our external IT support company.

**Alison O'Neill**  
CEO

## COMMUNICATIONS

There was an average of 35,200 page views on the MRC's website per month in 2014-2015. Employment resources proved to be very popular, as do the Aged Care language posters. As part of our broader communications strategy, we commenced planning on the redevelopment of our website, with the aim of making the site more accessible, particularly for those using mobile devices and tablets.

MRC's Facebook page is an excellent tool for reaching clients, other community organisations and stakeholders, with each post reaching up to 200 people directly and also shared with many others. Social media can be a strong force to get a message out to the community, and MRC continues to monitor and develop its communication strategy in this regard.



**"...we commenced planning on the redevelopment of our website, with the aim of making the site more accessible..."**

**"I enjoy the opportunity to get to know people from different backgrounds and help them to integrate into our local community."**

There is a group feeling at MRC and it's a feeling to be shared, enjoyed, cherished and it's a feeling that cannot be evaded. For me it's there when I enter the building. This is my answer to the question; "What do you like about working at MRC?" The classic term is esprit de corps, that is, the spirit of shared enterprise. The MRC esprit de corps has a particular quality and it derives from MRC's basic goal; to be of service to one's fellow human being.

**– Peter Jones, Volunteer**

I am a volunteer team member of the Learner Driver Mentor Program run by MRC in Hobart. Newly arrived migrants often do not have the means to pay for expensive driving lessons or access suitable vehicles in which to obtain the required hours of driving practice. As a retired Driver Licence Assessor, I find working with young students and adult migrants who require the skills to drive safely and well, a very rewarding experience. I enjoy the opportunity to get to know people from different backgrounds and help them to integrate into our local community. As a mentor I have the pleasure of witnessing the sense of achievement when students successfully pass their driving test.

**– Barry Hall, Volunteer**

I have been a volunteer teacher at the Migrant Resource Centre for quite a few years now. I work with other volunteer teachers – teaching English to adults who have non-English speaking backgrounds. There are students of varying ages and from many different countries in our classes and they have vastly different levels of competency in their written and spoken English.

I really enjoy everything about the classes – getting to know the students; learning a bit about their countries and backgrounds; encouraging social interaction between the students; and teaching in a cheerful, informal environment where everyone is there because they want to learn English. It is rewarding and it is lots of fun!

**– Sue Bell, Volunteer**



Peter Jones at the 2014 End of Year Volunteer Function



Barry Hall, Volunteer



I became a volunteer when my youngest child started Grade 1 and I had plenty of spare time on my hands. Otto and I talked about me getting a job but we didn't come to Australia to get rich, so I started volunteering with refugees. I could understand the frustration of being a refugee, not only language, but also that you leave everything behind – your family, your friends, and to a certain extent, your culture. Over the years I have learned a lot from the people I have worked with and it has enriched our lives.

**– Betty De Vries, Volunteer**

Betty started volunteering for MRC more than 30 years ago, but I joined much later, about 20 years ago. I volunteered by driving the bus sometimes, and everyone knew me as "Betty's husband". After a few years I became known as "Otto". I was on the Board of Management for about 18 years, 12 of them as Chairperson. My main attraction to the MRC was its multicultural aspect, and also the fact that it is a bonus to have an accent.

**– Otto De Vries, Volunteer**

**"I could understand the frustration of being a refugee, not only language, but also that you leave everything behind – your family, your friends, and to a certain extent, your culture."**



Betty and Otto De Vries have many years of volunteering service with MRC behind them





## 2014 – 2015 VOLUNTEERS

Asif Ali	Carmen Eugster	Margie Latona	Jan Seiler
Jacqueline Allan	Melanie Evans	Jineyoung Lee	Mark Shannon
David Allison	Brent Feike	Craig Mackie	Swechha Shrestha
Judy Antill	Fritz Feike	Moni Magar	Uppi Singh
Mike Ashmore	Kay Filgate	Paul Malarski	Karen Sloane
Jeanette Banks	Simon Fountain	Peter Maloney	Cheryl Smith
Nick Bedding	Joe Gadon	Annie March	Grazina Smith
Sue Bell	Bridget Gatenby	Matthew Massey	Anneleise Smith
Silas Benjamin	Catherine Gayton	Erin McCrickard	Nicole Sommer
Barbara Benson	Rebecca Goldswain	Leah McDougall	June Spencer
Peter Berechree	Ros Goodsell	Margaret McMillan	Jim Stankovich
Jessica Bigby	Hannah Goss	Angela McPherson	Margaret Amy Steadman
Jacinta Bradshaw	Beltran Gutierrez	Sally Mollison	Anne Stephens
Mark Brenner	Jawad Haidari	May (Mahoubbeh)	Maggi Storr
Carol Bristow	Barry Hall	Mostean	Maya Subedi
Helen Burnet	Kathy Hall	Andrew Muthy	Veronique Tabor
Alison Burrows-Cheng	Yolande Hall	Sergio Nabatar	Robin Taylor
Alessandra Cancio	Annabel Hanke	Loga Nadar	Bom Thapa
Rhiannon Carse	Una Harbinson	Phoebe Nash	Tim Thompson
Theresa Chai	Elizabeth Hartridge	Frank Neasey	Emma Voss
Linden Chambers	Raija Heffernan	Lenny Newton	Lindi Wall
Xuuyan Chen	Wendy Herweynen	Andrew Overton	Miriam Webb
Elaine Chevalier- Carter	Stephen Hisgrove	Stephanie Overton	Grace Wells
Rajat Chopra	Simon Hodgman	Meg Parry	Richard White
Angela Chung	Kitty Hoh	Paul Patel	John Wickel
Harry Chung	Duncan How	Wesley Piskula	Sue Wilcox
Robin Coffey	Callum Hutchinson	Monika Po	Ralf Williams
Kelly Conway	Madeline Iseli	Marianne Potma	Alison Willson
Helene Courtel	Kate Jenkins	Fern Prammananun	Kathleen Winter
Eliza Cropp	Katherine Jones	Peter Qu	Cassie Wood
Jing Cui	Midj Jones	Tiiu Rääbus	Michael Woolford
Richard de Barry	Peter Jones	Michaela Raonizanany	Andrew Young
Henry De Cesare	Brydie Jordan	Michele Reed	
Betty De Vries	Paul Kelly	Barbara Ridgway	MRC would also like
Otto De Vries	Tonia Kelly	Melanie Ross	to acknowledge the
Sharlene Dempsey	Bronwyn Kimber	Merilyn Rowlands	generous contribution
Sheree Dervish	Andree Kimber	Maureen Rudge	of the German Choir,
Joy Di Tommaso	Jessica Kneebone	Denis Saltmarsh	the Italian Choir and the
Lei Ming (Elaine) Dye	Isaiah Lahai	Maria Saracino	Indian Dance Group for
Julia Ely	Sera Lalagaves	Kerry Sculthorpe	the volunteering services
			in the Frail Aged Care
			program.

## VOLUNTEER REPORT

Volunteers are an integral part of the organisation and a total of 152 volunteers, as well as the German and Italian Choirs and the Indian Dance Group, have contributed a total of 4,300 hours of service to the clients and the community over the course of the year. Volunteers have the opportunity to work one-on-one with clients and in group settings, and up to 50 different volunteering opportunities have been available during the year.

Staff and volunteers are grateful for the work of volunteers every day, however, we formally acknowledge our volunteers twice a year – in May for National Volunteer Week and in November in the lead up to International Volunteer Day, and, of course, to celebrate the end of another year in volunteering. Our function on 14 May this year was an opportunity for staff to show off their cooking skills and the volunteers were presented with a multicultural feast, as well as a recipe book of the dishes presented to take home and try out on their friends and families.

This year Volunteering Australia introduced new National Standards for Volunteer Involvement. This is a valuable resource for the continuous improvement of the volunteer program, and for policy and development in the organisation.



We have transitioned to a new volunteer management database which went live late in May. This is proving to be an excellent management system with a lot of potential for greater interaction with new and existing volunteers, as well as streamlining the collection of vital volunteer statistics.

The staff and volunteers of MRC would sincerely like to thank Grazyna Smith in her role as Volunteer Co-ordinator for her commitment to the volunteer program over many years. Grazyna stepped down from this role in December 2014. She was a driving force in volunteer management in the organisation and knew many, if not all of the volunteers personally. While a new volunteer management structure was not confirmed until April 2015, Grazyna has continued to be a font of knowledge on volunteering and she has provided invaluable support and assistance throughout the transition.

**Kate Dostalek**  
Corporate Projects Officer

**"...a total of 152 volunteers...  
have contributed a total of  
4,300 hours of service."**

**CHAIRPERSON****Helen Burnet**

An Alderman of Hobart City Council, Helen has been a member of the MRC Board since 2009. Helen is a member of the Relocation and HR Sub-Committees. Helen has a broad interest in the health and wellbeing of communities and advocates for social inclusion. She was responsible for leading the Council's support for keeping 18C of the Racial Discrimination Act, a move which was championed by more than 60 Australian councils.

**VICE CHAIRPERSON****Allison Burrows-Cheng**

Allison has been a member of the MRC Board since 2006 and Secretary since 2007. She is a Solicitor and former member of the Nursing Complaints Advisory Committee. Allison is a member of the Relocation Subcommittee at the MRC.

**TREASURER****Paul Patel**

Paul has been a member of the Board since 2004. Born in Fiji, Paul is a Chartered Accountant. This year Paul was on the Finance, Audit and Risk Sub-Committee and the Relocation Sub-Committee.

**SECOND TREASURER****Brent Feike**

Brent joined the Board in January 2013. He is a member of the Finance, Audit and Risk Sub-Committee. He has many years' experience in the IT industry in both commercial and government sectors.

**SECRETARY****Jeanette Banks**

Jeanette joined the Board in December 2012. Jeanette is a member of the Relocation Sub-Committee, and the Phoenix Centre Sub-Committee. Jeanette is employed as the Coordinator of Promotions and Projects with the Commissioner for Children. Previously Jeanette worked with Community Sector Development with the Reform Implementation Unit in the Human Services Branch of the Department of Health and Human Services.

**SECOND SECRETARY****Maureen Rudge OAM**

Maureen has been a member of the Board since 2006. Maureen has held the positions of Second Treasurer, Treasurer, Second Secretary and Convenor of the Phoenix and Human Resources sub-committees. She is a retired Occupational Therapy Consultant and a Justice of the Peace.

In 2008 Maureen was awarded the Order of Australia Medal in recognition of her contribution to the Occupational Therapy profession and service to the community over many years.

**COMMITTEE MEMBER****Nick Bedding**

Nick Bedding joined the Board in 2014. Nick is the Managing Director of Symic Pty Ltd, a private investment company specialising in venture capital, property development and equity investment. Nick has extensive experience in the financial planning and stock broking industries and in merger and acquisitions in the financial services sector. Nick is a member of the Finance, Audit and Risk Sub-Committee

**COMMITTEE MEMBER****Frank Neasey**

Frank Neasey has been a member of the Board since 2014 and is a member of the Governance Sub-Committee. He has practiced law since 1982 and is currently the Assistant Solicitor-General of Tasmania. He has also been a volunteer driving instructor with the Top Gear Program since 2011.

**COMMITTEE MEMBER****Otto De Vries**

Otto has been a member of the Board for many years and has held various positions. Otto feels very much at home in a multicultural organisation. Otto and his wife Betty have contributed many hours in assisting the diverse communities of Tasmania through their involvement as Volunteers with the MRC.

**COMMITTEE MEMBER****Alison O'Neill**

Alison commenced as the CEO of MRC in May 2015 after previously working as the Corporate Services Manager. Alison participates in all sub-committees.

**COMMITTEE MEMBER****June Templar**

June was a member of the Board from September 2011 to February 2015. This year she was a member of the HR Sub-Committee. The MRC would like to thank June for her dedication and work on the Board of Management.

**COMMITTEE MEMBER****Parisa Aminzadeh**

Parisa was a member of the Board from 2010 to April 2015. The MRC would like to thank Parisa for her dedication and work on the Board of Management.

**COMMITTEE MEMBER****Cedric Manen**

Cedric was CEO of MRC from April 2007 to May 2015. The MRC would like to thank Cedric for his dedication and work with MRC and on the Board of Management.

## OUR STAFF

57 Female

14 Male

## COUNTRIES OF BIRTH

Afghanistan  
Angola  
Australia  
Bhutan  
Bosnia  
Burma  
Croatia  
El Salvador  
England  
Germany  
Hong Kong  
India  
Iran  
Ireland  
Malaysia  
Nepal  
Netherlands  
New Zealand  
Pakistan  
Philippines  
Poland  
United Kingdom  
Vietnam

## LANGUAGES OTHER THAN ENGLISH

Bislama  
Bosnian  
Burmese  
Cantonese  
Chinese Malay  
Croatian  
Dutch  
Farsi  
French  
German  
Hazaragi  
Hindi  
Indonesian  
Italian  
Japanese  
Kannada  
Karen  
Mandarin  
Nepali  
Polish  
Portuguese  
Serbian  
Spanish  
Tagolog  
Telugu  
Urdu  
Vietnamese



Staff members Andrea and Grazyna celebrating the end of year with the Volunteers



BALANCE SHEET  
AS AT 30 JUNE 2015INCOME & EXPENDITURE  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

	NOTES	2015 \$	2014 \$
<b><u>INCOME</u></b>			
Government Grants	11	2,873,644	3,366,461
Donations		7,429	5,747
Interest		31,718	17,414
Memberships		500	623
Self Funded & Other	12	805,972	438,628
<b>Operating Income</b>		<b>3,719,263</b>	<b>3,828,873</b>
<b><u>EXPENDITURE</u></b>			
Accounting Fees		1,200	500
Advertising		1,855	3,774
Audit Fees		11,390	12,643
Bank Fees		(74)	712
Cleaning		29,780	16,815
Computer Expenses		41,076	29,218
Consultancy		48,805	46,369
Depreciation		81,440	109,806
Donations, Flowers & Tributes		2,213	1,558
Electricity		28,567	29,938
Equipment		22,960	31,437
Group Activities		38,794	59,809
Health & Safety		1,199	-
Insurance		45,700	42,598
Interest Paid		-	15
Language Services		24,394	36,078
Legal Fees		8,269	-
Loss on Sale of Assets		2,131	4,964
Marketing & Promotion		-	44
Magazines & Periodicals		532	926
Materials & Resources		11,722	8,103
Meals		19,670	19,188
Memberships & Registrations		5,485	14,399
Motor Vehicle Expenses		52,773	49,366
Outsourced Aged Care Services		461,690	352,852
Photocopier Expenses		14,074	17,495
Postage		4,043	3,598
Printing & Stationery		18,980	23,577
Professional Development		26,076	11,765
Professional Services		7,473	9,987
Rates, Taxes & Rent	15	223,805	219,375
Repairs & Maintenance		11,893	13,803
Salaries & Associated Costs	14	2,436,822	2,619,708
Security Expenses		1,916	3,658
Storage Costs		1,920	1,920
Strategic Plan		-	823
Staff & Visitor Amenities		3,060	3,864
Sundry Expenses		622	(1,493)
Telephone Expenses		41,885	43,889
Travel & Accommodation		18,649	37,876
<b>Total Expenditure</b>		<b>3,752,789</b>	<b>3,880,957</b>
<b>NET SURPLUS/(DEFICIT)</b>		<b>(33,526)</b>	<b>(52,084)</b>

	NOTES	2015 \$	2014 \$
<b><u>ASSETS</u></b>			
<i>Current Assets</i>			
Cash	2	1,087,883	759,563
Debtors & Accruals	3	30,436	89,966
Prepayments	3	66,110	77,154
Accrued Income	3	28,174	63,399
<b>Total Current Assets</b>		<b>1,212,603</b>	<b>990,082</b>
<i>Non-current Assets</i>			
Property	4	891,498	396,202
Equipment & Motor Vehicles	5	249,395	321,537
<b>Total Non-current Assets</b>		<b>1,140,893</b>	<b>717,739</b>
<b>TOTAL ASSETS</b>		<b>2,353,496</b>	<b>1,707,821</b>
<b><u>LIABILITIES</u></b>			
<i>Current Liabilities</i>			
Creditors & Accruals	6	313,272	350,665
Provisions	7	223,965	234,145
Grants & Allocations	8	364,987	117,464
<b>Total Current Liabilities</b>		<b>902,224</b>	<b>702,274</b>
<i>Non-current Liabilities</i>			
Provisions	7	29,707	50,456
<b>Total Non-current Liabilities</b>		<b>29,707</b>	<b>50,456</b>
<b>TOTAL LIABILITIES</b>		<b>931,931</b>	<b>752,730</b>
<b>NET ASSETS</b>		<b>1,421,565</b>	<b>955,090</b>
<b><u>EQUITY</u></b>			
Retained Earnings	9	921,565	955,091
Asset Revaluation Reserve		500,000	-
<b>TOTAL EQUITY</b>		<b>1,421,565</b>	<b>955,091</b>

This financial statement should be read in conjunction with the notes to the accounts

This financial statement should be read in conjunction with the notes to the accounts

STATEMENT OF CASH FLOWS  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

NOTES TO AND FORMING PART OF THE ACCOUNTS FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2015

	NOTES	2015 \$	2014 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Operating grants received		3,121,167	3,132,853
Receipts from customers		902,125	557,064
Interest received		31,718	17,414
Payments to suppliers and employees		(3,716,314)	(3,848,460)
<b>Net cash inflow from operating activities</b>	17	<u>338,696</u>	<u>(141,129)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant & equipment		-	(105,071)
Proceeds from sale of property, plant & equipment		(2,131)	(4,964)
<b>Net cash inflow (outflow) from investing activities</b>		<u>(2,131)</u>	<u>(110,035)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings		400	1,424
Repayment of borrowings		(8,645)	(10,232)
<b>Net cash inflow (outflow) from financing activities</b>		<u>(8,245)</u>	<u>(8,808)</u>
Net (decrease) increase in cash and cash equivalents		328,320	(259,972)
Cash at the beginning of the financial year		759,563	1,019,535
<b>Cash and cash equivalents at the end of year</b>	2	<u><b>1,087,883</b></u>	<u><b>759,563</b></u>

1. SUMMARY OF ACCOUNTING POLICIES

General System of Accounting underlying the Financial Statements

The financial report has been prepared using the historic cost convention. It has been prepared in accordance with the requirements of the Associations Incorporation Act Tasmania and the following Australian Accounting Standards:

- AASB 101 Presentation of Financial Statements
- AASB 107 Statement of Cash Flows
- AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors
- AASB 1031 - Materiality
- AASB 110 - Events After Balance Sheet Date
- AASB 1048 Interpretation of Standards
- AASB 1054 Australian Additional Disclosures.

Accounting Policies which have been significant in the Preparation and Presentation of the Accounts

- (a) **Property, Furniture & Equipment**  
Property is initially recognised at cost. In the 2015 financial year Mollie Street has been revalued by Opteon Property Group; certified valuers, to reflect market value. Furniture, equipment and motor vehicles are included at cost.
- (b) **Depreciation**  
Depreciation is provided on furniture, equipment and freehold buildings. Furniture and equipment depreciation is calculated on a straight line basis so as to write off the net cost of each asset during its expected useful life. Freehold buildings are depreciated at 3% diminishing value. Motor vehicles are depreciated on the diminishing value method over their estimated useful economic lives; furniture and equipment is depreciated over 4 to 12.5 years; new motor vehicles are depreciated as 15% existing vehicles continue at 20%.
- (c) **Income Tax**  
The Association is an exempt body under section 23(e) of the Australian Income Tax Assessment Act 1936 (as amended) and in accordance with a ruling from the Deputy Commissioner of Taxation.

2. CASH

	2015 \$	2014 \$
ANZ Bank	25,673	44,449
ANZ Investment Account	1,058,850	712,054
Cash on hand	3,360	3,060
<b>Total</b>	<u><b>1,087,883</b></u>	<u><b>759,563</b></u>

3. RECEIVABLES AND OTHER DEBTORS

Accounts Receivable	29,657	89,151
Prepaid Expenses General	7,575	260
Prepaid IT Service	5,409	3,165
Prepaid Insurance	53,126	73,729
Salary Sacrifice Equipment	779	815
Accrued Income	28,174	63,399
<b>Total</b>	<u><b>124,720</b></u>	<u><b>230,519</b></u>

NOTES TO AND FORMING PART OF THE ACCOUNTS FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2015

NOTES TO AND FORMING PART OF THE ACCOUNTS FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2015

4. PROPERTY (See also Note 1 (a))

	2015 \$	2014 \$
Land & Buildings	900,000	400,000
Improvements at cost	142,830	142,830
Provision for Depreciation	(151,332)	(146,628)
<b>Total</b>	<b>891,498</b>	<b>396,202</b>

5. FURNITURE, EQUIPMENT & MOTOR VEHICLES

Furniture and equipment at cost	400,511	400,511
Provision for depreciation	(227,169)	(176,670)
<b>Total Furniture &amp; Equipment</b>	<b>173,342</b>	<b>223,841</b>
Motor Vehicles at cost	259,018	266,518
Provision for Depreciation	(182,965)	(168,822)
<b>Total Motor Vehicles</b>	<b>76,053</b>	<b>97,696</b>
<b>Total</b>	<b>249,395</b>	<b>321,537</b>

6. CREDITORS & BORROWINGS

Accruals	123,011	79,241
Bonds - Rental Properties	2,794	2,394
Car Loan	13,510	22,155
Creditors	152,721	208,783
Credit Cards	3,593	5,061
GST & PAYG Tax Payable / Receivable	(698)	27,187
Accrued Wages & Salaries	18,341	5,844
<b>Total</b>	<b>313,272</b>	<b>350,665</b>

7. EMPLOYEE PROVISIONS

Provision for Long Service Leave - Current	65,056	44,748
Provision for Long Service Leave - Non-current	29,707	50,456
Provision for Annual Leave	158,909	189,397
<b>Total</b>	<b>253,672</b>	<b>284,601</b>

8. GRANT & ALLOCATIONS

	2015 \$	2014 \$
Grant Reserves - Unallocated	13,582	33,300
BENG - English Classes	-	4,721
CDC Client Funds	137,129	-
EQUITL	35,585	-
E26TEN	45,881	-
H2BHUT	38,512	-
Home and Community Care	-	3,587
HACC Day Centre	-	24,556
Phoenix Centre	-	5,987
Phoenix Centre Development	7,511	7,512
PASTT	20,000	-
PMYAN - Multicultural Youth Grant	-	10,500
POTHER	10,000	-
SCSLMY	13,409	-
SORG	21,797	-
SMAO - Migration Advisor	-	2,465
SMAAAA - Migration Advisor IAAAS	19,000	24,836
STRAN	2,581	-
<b>Total</b>	<b>364,987</b>	<b>117,464</b>

Grant & Allocations liability reflects grant income received in advance and grant funds received and unspent at 30th June 2015.

9. EQUITY  
RETAINED EARNINGS

Opening Balance	955,091	1,007,175
Net Surplus/(Deficit)	(33,526)	(52,084)
<b>Total</b>	<b>921,565</b>	<b>955,091</b>
Asset Revaluation Reserve	500,000	-

10. CONTINGENT LIABILITIES

There are no known contingent liabilities at year end.

**NOTES TO AND FORMING PART OF THE ACCOUNTS FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2015**

**NOTES TO AND FORMING PART OF THE ACCOUNTS FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2015**

**11. GOVERNMENT GRANTS INCOME**

	2015 \$	2014 \$
Opening Grant Reserves	1,135,534	700,320
Grants (Commonwealth)	2,567,822	2,810,847
Grants (State) Operating	477,621	363,664
Grants - other	70,028	-
Closing Grant Reserves	4,251,005	3,874,831
	(1,377,361)	(508,370)
<b>Total</b>	<b>2,873,644</b>	<b>3,366,461</b>

**12. OTHER & SELF FUNDED INCOME**

Administration Fees	7,164	(5,023)
Building User Fee	2,976	3,447
CDC - Consumer Direct Care	402,836	-
Client Service Fee	13,520	19,416
Other Income	201,156	237,532
Training Event Income	-	8,652
HACC Multicultural Seniors Club	26,259	28,791
Rental Income	152,061	145,813
<b>Total</b>	<b>805,972</b>	<b>438,628</b>

**13. GROUP ACTIVITIES**

Activities	38,794	59,741
Meetings	-	68
<b>Total</b>	<b>38,794</b>	<b>59,809</b>

**14. SALARIES & ASSOCIATED COSTS**

Wages & Salaries	2,140,224	2,236,351
Superannuation	199,620	166,497
Leave Provisions	(30,888)	197,127
Workers Compensation	36,017	17,257
Recruitment Expense	7,861	-
Redundancy & Associated Costs	83,988	2,476
<b>Total</b>	<b>2,436,822</b>	<b>2,619,708</b>

**15. RENTS, RATES & TAXES**

Rates & Taxes	1,998	103,480
Rent	221,807	115,895
<b>Total</b>	<b>223,805</b>	<b>219,375</b>

**16. OPERATING LEASE COMMITMENTS**

Being for Rent of Bathurst Street	-	82,500
Not later than 12 months	-	-
Between 12 months and 5 years	-	-
<b>Total</b>	<b>-</b>	<b>82,500</b>

In 2013, a lease agreement for 114-116 Bathurst Street was entered into for a 2 year term until 25 March 2015 with an option to renew for a further 3 year period. MRC has not taken up the option to renew the rental agreement until March 2018. All leases are increased annually by the Consumer Price Index for Hobart.

**17. CASH FLOW INFORMATION**

Reconciliation of cash flow from operations with surplus from operations:

<b>Surplus for the year</b>	(33,526)	(52,084)
Depreciation	81,440	109,806
Loss on Sale of Assets	2,131	4,964

**Changes in assets and liabilities**

Decrease / (Increase) in Accounts Receivable	59,494	188,831
Decrease / (Increase) in Prepayments	11,044	(10,591)
Decrease / (Increase) in GST Receivable	(6,495)	(17,623)
Decrease / (Increase) in Accruals	30,666	(59,957)
(Decrease) / Increase in GST Payable	(369)	3,256
(Decrease) / Increase in Provisions	(30,929)	(14,226)
(Decrease) / Increase in Creditors & Accruals	(2,283)	(116,019)
(Decrease) / Increase in Grant Allocation	227,523	(177,486)
	<b>338,696</b>	<b>(141,129)</b>

**18. AUDIT REMUNERATION**

Remuneration of the auditor, Wise Lord & Ferguson for:  
Auditing the financial statements and grant acquittals

Other services	12,200	11,730.00
<b>Total</b>	<b>12,800</b>	<b>11,730.00</b>



### Independent auditor's report to the members of Migrant Resource Centre (Southern Tasmania) Incorporated

#### Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report of Migrant Resource Centre (Southern Tasmania) (the Association), which comprises the statement of financial position as at 30 June 2015, the statement of income and expenditure, and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

#### Boards' responsibility for the financial report

The Association's Board of the registered entity are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act [Tas]* and the Association's constitution and is appropriate to meet the needs of the members.

The board's responsibility also includes such internal controls as the board determine are necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

1<sup>st</sup> floor 160 Collins Street Hobart 7000, PO Box 1083 Hobart TAS 7001  
Tel: (03) 6223 6155 Email: [email@wlf.com.au](mailto:email@wlf.com.au) Internet: [www.wlf.com.au](http://www.wlf.com.au)

Partners: Harvey Gibson, Danny McCarthy, Douglas Thomson, Joanne Doyle, Stuart Outterback, Ian Wheeler,

Dean Johnson, Marg Miratall, Paul Lyons, Alicia Lees, Nick Carter

Managers: Melaine Richardson, Simon Jones, Trent Queen, Rachel Mendik,

David Smith, Lisa Smith, Catherine Smith, Naomi Norman, Maryellen Saller

Consultant: Peter Eavan



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Independence

In conducting our audit we have complied with the independence requirements of the Australian professional accounting bodies.

#### Opinion

In our opinion the financial report of Migrant Resource Centre (Southern Tasmania) Incorporated is in accordance with the *Associations Incorporation Act [Tas]* and the Association's constitution, including:

giving a true and fair view of the registered entity's financial position as at 30 June 2015 and of its performance for the year ended on that date; and

complying with Australian Accounting Standards to the extent described in Note 1, and complying Division 60 of the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

#### Basis of accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the boards' financial reporting responsibilities under the *Associations Incorporation Act [Tas]* and the Association's constitution. As a result, the financial report may not be suitable for another purpose.

JOANNE DOYLE  
PARTNER  
HOBART  
WISE LORD & FERGUSON

Dated: 5 October 2015



## ACRONYMS

<b>CALD</b>	Culturally and Linguistically Diverse
<b>FASSTT</b>	Forum of Australian Services for Survivors of Torture and Trauma
<b>HACC</b>	Home and Community Care
<b>IT</b>	Information Technology
<b>MRC</b>	Migrant Resource Centre (Southern Tasmania) Inc.
<b>MYAN Tas</b>	Multicultural Youth Advocacy Network Tasmania
<b>PASTT</b>	Programs of Assistance to Survivors of Torture and Trauma
<b>PICAC</b>	Partners in Culturally Appropriate Care

## ACKNOWLEDGEMENTS

2A4 Grants

Anglicare Tasmania

Aspire Learning Resources

Asset Training

Australia Red Cross

Centre for Multicultural Youth

Department of Health

Department of Health and Human Services

Department of Premier and Cabinet

Department of Social Services

Department of State Growth

Driver Safety Services Training

LINC Tasmania

Matana Foundation

Multicultural Youth Advocacy Network Tasmania

OnRoad OffRoad Training

Organ and Tissue Authority

Outcomes Plus

Skills Tasmania

Tasmanian Association for Hospice and Palliative Care

Tasmanian Community Fund

Significant in-kind and financial support:

CatholicCare

Glenorchy City Council

Glenorchy LINC

Police and Community Youth Club

TasTAFE

Clarence City Council

Hobart City Council

Migrant Resource Centre (Northern Tasmania) Inc.

Hotel Grand Chancellor

