

TOWNVILLE MULTICULTURAL SUPPORT GROUP INC.

Welcoming Humanitarian Entrants & Migrants to our Community



20th Annual General Meeting Friday, 16th September 2011



TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.

REFUGEE HUMANITARIAN SETTLEMENT STRATEGY, MULTICULTURAL WOMEN'S GROUP, COMMUNITY ACTION FOR A MULTICULTURAL SOCIETY ADVOCACY, VOLUNTEER COORDINATION/SUPPORT, SETTLEMENT GRANT PROGRAM, CULTURAL OUTREACH PROGRAM

P.O. Box 1801, AITKENVALE QLD 4814

MISSION STATEMENT

In grateful and humble acknowledgement of their rich traditional culture, history and faithful custodianship of the land, we commit to building strong relationships with Aboriginal and Torres Strait Islander peoples and their organisations for equal participation of their communities in the Australian community and to bring together people of different ethnic backgrounds working in a spirit of friendship; to address needs through greater participation in and contribution to a better quality of life for our multicultural society.

OBJECTIVES

- 1. Providing services, assisting people to access other services, or referring appropriately.**
- 2. Assisting newly arrived migrants and refugees to obtain information and services to enable them to settle in Australia with a minimum of difficulty.**
- 3. Negotiating with other organisations with a view to streamlining services for migrants and refugees to ensure the highest standard of service and more equitable and effective distribution of resources.**
- 4. Providing information in culturally appropriate ways to people on a range of important topics such as health, welfare, family and child support, budgeting, cooking, craft, etc.**
- 5. Providing a friendly environment where concerns can be freely expressed and action initiated to address these concerns.**
- 6. Organising and providing a supportive environment for meetings, outings, social, cultural and educational gatherings.**
- 7. Building up links and networks with existing service providers and community groups.**
- 8. Lobbying for improvements to existing services or for more appropriate services to meet needs.**
- 9. Targeting the needs of women, addressing cultural isolation and loneliness,**
- 10. Encouraging participation and self-help as a valued means of enhancing self worth.**
- 11. Enabling families, particularly those most disadvantaged, to overcome cultural and other barriers through constructive, clear, appropriate and user-friendly provision of information, demonstration, modeling, mentoring, encouragement, facilitating and celebrating.**
- 12. Promoting multiculturalism in the community.**
- 13. Remaining open-minded to positive changes and concepts/ideas that are based on proven record and which hold the potential to bring about betterment of the services TMSG provides.**



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CODE OF ETHICS

Members, Staff and volunteers of the TOWNSVILLE MULTI-CULTURAL SUPPORT GROUP INC. shall at all times act in accordance to the following principles of good conduct:

- 1. Keep confidentiality at all times. Staff and members of the TMSG shall not disclose information acquired through their participation at meetings/work within this Agency.**
- 2. Respect the rights and cultural values of individuals, co-workers and clients.**
- 3. Treat individuals and the public with dignity and respect, by practicing polite, sensitive and diplomatic communication.**
- 4. Abide by the stated mission, aims and objective of the organisation.**
- 5. Practice non discriminatory behavior and actions.**
- 6. Act with honesty, integrity and dignity by:
Not allowing personal or other interests to prejudice or influence their work for the organisation:
Maintaining their integrity and frankly disclose any possible conflict of interest.**
- 7. Conduct themselves in a professional manner by:
Resolving any dispute in a cooperative, honourable and constructive manner;
Referring unresolved disputes to an executive member of the Management Committee. The committee will have the power to recommend actions binding on members, with the provision of appeal or review in the interest of natural justice.**

TMSG 20th ANNUAL GENERAL MEETING

FRIDAY, 16TH SEPTEMBER 2011

AGENDA

- . **Acknowledgement/Welcome**
- . **Present**
- . **Apologies**
- . **Minutes (Agenda 2010)**
- . **Business Arising from Minutes**
 - ☆ Solicitor
- . **Reports:**
 - ☆ President
 - ☆ Manager
 - ☆ Finance
 - ☆ Women's and Sewing Groups
 - ☆ Volunteering
- . **General Business:**
 - ☆ Welcome new arrivals
 - ☆ Election Management Committee
 - ☆ Appointment of Auditor
 - ☆ Membership Fees
 - ☆ Newsletter Coordinator
 - ☆ Social Committee Organiser
 - ☆ Other

**TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.
MINUTES OF ANNUAL GENERAL MEETING,
18TH SEPTEMBER 2010**

AGENDA ITEM	DISCUSSION/DECISION	ACTION By Whom...By When
1.	<u>PRESENT:</u> See attached list	
2.	<u>APOLOGIES:</u> Mick McCabe, Mayor Les Tyrell, O.A.M. (Cr Jenny Lane will come in behalf of Mayor Les Tyrell and will not stay long), Dr Betty McLellan, Ginni Hall, Marivel Dayday, Carmel Cannon, Consulata Sakaria, Alison MacDiarmid and Cr Ray Gartrell.	
3.	<u>Acknowledgement/Welcome:</u> Acknowledgment of Traditional owners. Chair welcomed guests: Lindy Nelson-Carr, MP, Mandy Johnstone, MP and Councillor Jenny Lane.	
4.	<u>Minutes of AGM 2009:</u> the chairperson called for minutes to be accepted. <u>Business Arising from Minutes:</u> ✦ The Management Committee had appointed Aida David as Secretary and Marivel Dayday as Treasurer 7 Natural Physicians – came and did a workshop at TMSG with their puppets. The children in the audience were very appreciative as were the parents.	Radhika Iyer – Rahila Talic. CARRIED
5.	<u>REPORTS:</u> <u>President: Sheila Hawthorn</u> Highlighted the HSS tender-writing process - the present contract extended to January 2011. A group of 21 refugees to come within the next few weeks. Farewell to: Fred and Katie Ogden, Cristina Martinez, Gabrielle Cairns (had baby Thomas), Maria Concetta Garro (family reason for resigning), Eva Alcarde and Geri Crouch – all staff people who left. Weekly team meetings – continue every Monday. These facilitate directions for TMSG. Raising of Tokelau Flag ceremony was a very special occasion for TMSG this year. Congratulated Rahila and Kasma for finishing their Social Housing Course.	

CONT. AGENDA ITEM	DISCUSSION/DECISION	CONT. ACTION By Whom...By When
	<p>Congratulated and thanked Meg Davis for her professional integrity and courage as well as for her personal commitment to TMSG.</p> <p>Special vote of thanks for welcoming staff Rahila and Bulai.</p> <p>Thanking Mary MacKillop Parish staff as an example of Harmony especially the generosity of the Parish staff: Lyn, Pauline, Peter and John.</p> <ul style="list-style-type: none"> • <u>Manager: Meg Davis</u> Honored TMSG staff for the great job they do <p>3rd July Townsville was declared as a Refugee Welcome Zone. Meg drew attention to the statistics of Refugee Support Program:</p> <ul style="list-style-type: none"> 80 Somalia 4 Democratic Republic of Congo 4 Rwanda 13 Myanmar (Burma) <p>Groups:</p> <ul style="list-style-type: none"> Monthly Sewing Group English Classes <p>Mini Cent Sale Refugee Week – hosted a number of workshops. Tender for the next 7 years has been done</p> <p>Feed back – quality assurance very good.</p> <ul style="list-style-type: none"> • Privileged to be part of the interns from the Centre for Refugee Research, University of New South Wales and to travel to India. “I was fortunate to have links with the Centre for Refugee Research (CRR)” and is currently contributing to the planning of a conference in June, 2011. • Residential Tenancies Authority (RTA) – facilitator training, Rahila and Kasma. • Complex Case Support: TMSG is involved as sub-contractors of Multicultural Development Agency (Brisbane) in delivering intensive support through the complex case support program of DIAC. • Healthy Eating Program: organized by TMSG. Four series of workshops involving Qld Health (Health Provision Program). 7 Natural Physicians, Townsville City Council and Red Cross. 	

CONT. AGENDA ITEM	DISCUSSION/DECISION	CONT. ACTION By Whom...By When
6.	<ul style="list-style-type: none"> Living Library Queensland in partnership with City Council. Students – TMSG has been pleased to provide tertiary student placement to local and International Social Work and Community Welfare Students from overseas, JCU and TAFE. Current student – Ms Sandra Duncan from University of Tasmania is here this afternoon. <p>Meg thanked all for the support and looks forward “for a place in a wonderful diverse world and local community”.</p> <p><u>Finance Report:</u></p> <ul style="list-style-type: none"> Sheila acknowledged and thanked Peter Dadic for his commitment as TMSG’s Auditor. Peter Dadic presented the financial report and thanked Terry Ryan and also his daughter for helping him by doing the word processing. The Chairperson called for any questions and asked that the audited statement be accepted. <p><u>Volunteer’s Report:</u> Amanda Smith read Carmel Cannon’s report.</p> <p><u>APPOINTMENT OF AUDITOR:</u> That Peter Dadic be appointed as the TMSG Auditor.</p> <p>7. <u>GENERAL BUSINESS:</u> Model Rules: Sheila Hawthorn - TMSG’s Model rules have been updated.</p> <p><u>Comments:</u> Useful electronic communication now means a flexibility of how Committee meetings can be run and information circulated.</p> <p><u>Important Inclusion:</u> Reference to Indigenous people in the document. Moved updated Model Rules for TMSG be adopted (copies available at meeting).</p> <p><u>Welcome to the New Arrivals:</u> New arrivals from Kenya (but they are actually from Somalia) were welcomed. Abdi Musse Shirwa introduced:</p> <ul style="list-style-type: none"> Howa Mohamud Jama Intisar Anis Mohamed Mawel Abdirazak 	<p>- Moved: Peter Dadic, Lindy Nelson-Carr CARRIED.</p> <p>- Moved: Meg Davis – Allison Craven CARRIED.</p> <p>- Sheila – Radhika. CARRIED.</p>

CONT. AGENDA ITEM	DISCUSSION/DECISION	CONT. ACTION By Whom...By When
	<ul style="list-style-type: none"> ☆ Fartun Mohamud Jama ☆ Cleophas Kabanda ☆ Maria Mukanyandwi ☆ Sylvia Nishimwe ☆ Sifa Cicilia ☆ Kawera Delphine ☆ Nakure Marina ☆ Bwiza Anita <p>3. <u>Election Management Committee - Nominations:</u></p> <ul style="list-style-type: none"> • Sheila Hawthorn – President • Marivel Dayday – Treasurer • Committee Members: <ul style="list-style-type: none"> ☆ Amanda Smith ☆ Elodie Oxenham ☆ Linda Davis ☆ Mick McCabe ☆ Diana Ines ☆ Peni Toga <p>4. <u>Home Safety Flip Chart</u> – Displayed - Meg spoke about this project with Qld Health which began in the Family Well Being Network and has produced wonderful helpful pictures in a Flip Chart “which you see here”.</p> <p>5. <u>Project Partnership</u> - Meg spoke about this partnership with UNSW which is a research project around refugees’ issues.</p> <p>She introduced Rebecca Eckhart from UNSW Refugee Centre. Rebecca thanked TMSG for their partnership and for welcoming her today. She then invited all the participants in the project to launch the “Realising Refugee Rights in Regional Areas Community Education Research”.</p> <p>Abdi Musse Shirwa – talked about his experience as a refugee. Abdi said he benefitted from the experience. No security in the refugee camp. “Living in Australia – feel more secure and good sleep at night and had an amazing welcome in Townsville”.</p> <p>6. <u>TMSG Presentations</u> - Sheila Hawthorn presented awards to:</p> <ul style="list-style-type: none"> • Marion Hawken, Community Secretarial Services: a Certificate of Appreciation for her great contribution to TMSG Newsletter. • Certificate of Appreciation to Hen Ku and Family for allowing TMSG to use storage facilities at her home. 	- ELECTED

CONT. AGENDA ITEM	DISCUSSION/DECISION	CONT. ACTION By Whom...By When
	<p>7. <u>Vote of thanks:</u></p> <ul style="list-style-type: none"> • To the Management Committee particularly to Sheila Hawthorn. • To the Chairperson Len Horner <p>The Chairperson closed the meeting at 5.45 pm</p> <p>Signed as a correct record</p> <p>CHAIRPERSON</p> <hr/> <p style="text-align: center;">Date</p>	

**ANNUAL GENERAL MEETING
ATTENDANCE LIST, 18TH SEPTEMBER 2010**

NUMBERS	NAMES	GENDER
1.	Sheila Hawthorn	F
2.	Meg Davis	F
3.	Rahila Talic	F
4.	Rebecca Eckert	F
5.	Radhika Iyer	F
6.	Kasma Hem	F
7.	Julie Hem	F
8.	Bulai Barber	F
9.	Aida David	F
10.	Sandra Duncan	F
11.	John Mew	M
12.	Jenny Lane (TCC)	F
13.	R. Theeparuban	M
14.	Angeline Dadic	F
15.	D.P. Dadic	M
16.	Masume Hawken	F
17.	Len Horner	M
18.	Diana Innes	F
19.	Mandy Johnstone, MP	F
20.	Linda Davis	F
21.	Amanda Smith	F
22.	Terry Ryan	M
23.	Allison Craven	F
24.	Nazifeh Yousefi	F
25.	Pat Conford	F
26.	Chrys Akem	M
27.	Seka Kiyangi	M
28.	Maria Aziz	F

**Cont. ANNUAL GENERAL MEETING
ATTENDACNE LIST, 18TH SEPTEMBER 2010**

NUMBERS	NAMES	GENDER
29.	Rhonda Richens	F
30.	Johanna Brugman	F
31.	Hawo Mahamud Jam	F
32.	Masalam Damey	F
33.	Mama Kaba	F
34.	Makador Teah	F
35.	Youssouf Ivy	M
36.	Omar Keita	M
37.	Abdi Musse Shirwa	M
38.	Helga Wiederhecker	F
39.	Cleophas Kabeta	M
40.	Maria Mukndyandwi	F
41.	Jama Fartun Mohamoud	F
42.	Abshir Ali Muhamoud	M
43.	Ahmed Hanayoon Wasiq	M
44.	Marwa Wasiq	F
45.	Adna Mohamoud	M
46.	Ahmed Wahab	M
47.	Ahmed Tawab Wasiq	M
48.	Intisar Anis	F
49.	Mawel Abdurzag Hassan	F
50.	Lindy Nelson-Carr, MP	F
51.	Sylvia Nishimwe	F
52.	Sifa Cicilia	F
53.	Kawera Delphine	M
54.	Marina Nakure	F
55.	Bwiza Anita	F
56.		

PRESIDENT'S REPORT:

This time last year we noted the work involved in submitting the tender for the Humanitarian Settlement Services (HSS) contract with the Department of Immigration and Citizenship (DIAC) for the next (possibly) seven (7) years and that the IHSS contract had been extended to 31st January, 2011. Like 2010, the year began with much uncertainty as there had been no word about the tender except for a further extension of the IHSS contract until the end of March.

However, in early February the 'summons'! came to go to Canberra to negotiate with the Department for the tender. Meg (Manager), Terry (Finance Officer) and myself (Management Committee) duly went and the (so-called) negotiations resulted in us having to return with the challenging task of reducing most of our costings for the Refugee Settlement Services. As everyone now knows the tender was finally accepted soon afterwards to commence on 4th April, 2011. What very few people do know, however, is that many many hours of laborious calculating, projecting and readjusting prices for the services were required before finally the "good news" was received. TMSG is extremely grateful to Meg and Terry for all that extra work and impressive commitment. So a special thanks to Meg and Terry for that achievement.

The high demands for services under this contract have necessitated staffing adjustments including an increased number of employees. In addition to being the Manager of TMSG, Meg Davis is now also the Programme Manager for HSS which meant having assistance with some of the other duties she had been doing for several years especially as the worker for Community Action for a Multicultural Society (CAMS). Jenny Stirling was appointed to assist in that project. A number of casual support workers have been trained, appointed and have already given much appreciated and valuable help to the Case Managers in the settlement process. Dr. Gerald Nyasulu and Ms Kasma Hem have been appointed to the unenviable positions in Accommodation Services for refugees.

Gabrielle Cairns returned to the staff this year firstly, to assist with completing the services and exiting process of clients in the IHSS programme, and recently took up the position of Complex Case Worker for one client.

Geri Crouch also returned this year to coordinate the Cultural Outreach (to Schools) Programme (COP) which TMSG continues to organise in partnership with Townsville City Council.

It was with very mixed feelings indeed that we – fittingly of course - farewelled Consy Sakaria, one of the longest serving members of TMSG's staff, who resigned to take up another very challenging position in her professional career. In thanking Consy for her very valuable contribution for about eight (8) years in the Refugee Settlement Programme (RSP) we wish her every success in the future.

A very busy Volunteer Programme continues to be coordinated by Carmel Cannon.

There have also been some changes on the Management Committee. Peni Toga left Townsville and is sorely missed particularly for the especially helpful link he made with the Pacific Islands' people of whom there is a large number in Townsville now. Abdi Musse Shirwa "stepped down" from the Committee when he accepted a traineeship placement at TMSG. Thus we have not really lost Abdi's contribution but gained much more from his knowledge, strong commitment in his own community and his professional development.

The Management Committee continues to meet monthly at TMSG and is usually represented at the weekly Team Meetings held every Monday for 2 hours. This regular never-to-be-dropped gathering is most important and integral, in my view, to maintaining an effectively smooth running, professional operation. The programmes' updates, ongoing planning and sharing of staff's experiences give the whole team a good idea of what is happening for the Organisation. All team members, of course, are expected to attend regularly and the volunteers are also welcome to attend.

When the Premier, Anna Bligh, MP, was in Townsville in October last three of us met with her and gave her some up-to-date information about refugee settlement here. We especially expressed concern for

young refugees having to move quickly into the formal school system without a transition/preparation period to help them be aware, to some extent at least, of the expectations of being a school pupil here.

In March the wider populace was reminded of the call to be accepting of all our neighbours when large Harmony Day banners were hung around the venue at St. Joseph's School, Mundingburra, where TMSG again celebrated Harmony Day. A large gathering enjoyed hospitality from the staff, joined in much conversation, participated in a mini cent sale and jumble stall and met two very hard working women who give a lot of their time and creative energy to raising funds for community development projects in overseas countries.

Four newsletters were published in the last financial year. With no one to prepare the newsletter manuscript for printing and the closure of the Community Secretarial Services who did the printing and distribution for some years, there has been an inordinate amount of extra work placed on regular TMSG staff to produce the newsletters. Once again we appeal urgently for a volunteer newsletter coordinator.

This year we held one Review Day when all staff and some Management Committee members gathered to reflect, discuss and deliberate mainly about the challenges and changes the new HSS contract would necessitate for TMSG. From those discussions it was clear that many professional and practical skills are required for that programme alone. Hence, the adjusted staff arrangements already mentioned. We always appreciate the most welcoming environment of the House of Prayer for the Review Days.

There continues to be much pressure on the space in the TMSG building but because of the long-standing harmonious relationship with St. Mary Mackillop Parish office staff, we are always welcome to share their premises. The Friday English classes and the Multicultural Women's group are the main beneficiaries of this generosity by the Parish but often other short-term programmes are held there by different staff members. So very sincere thanks to Pauline, Lyn, John and Peter for being such kindly, generous neighbours.

At certain times of the year our adaptability is able to take advantage of the beautiful outdoors area around the building. Recently another event of great interest was held in the grounds. This was the launching of 'No one's Son' by the author, Tewedoros Fekodo, attended by about 30 people followed by morning tea. This book is a true story of a defiant African boy from Eritrea and his bold quest of freedom. The author found this launch very successful from several points of view. Besides selling all the books he had brought with him he made a special connection with an Australian indigenous elder. Their quiet conversation went on for quite some time after everyone else had left.

In thanking the Manager (Meg Davis) for all she brings to the challenging Mission and Objectives of TMSG, the Management Committee publicly acknowledges her integrity and generous commitment which inspires a high standard of enthusiastic professionalism in all the staff. This contributes in no small measure to all of them understanding that working in a spirit of friendship and collaboration with each other and everyone else, with whom we associate particularly in a professional capacity, can really lead to a better quality of life for all in our multicultural society and most importantly making for a good balance between work and leisure for individuals. The Committee especially thanks Meg for the regular up-to-date communication she maintains with us.

Our sincere thanks to all the staff and volunteers of 2010 -2011 for their untiring efforts in the various programmes which do indeed cover a huge range of professional challenges and tasks. Many thanks, too to the outgoing Management Committee for their support during the year. Now we all look forward to continue responding to the multi needs of a multicultural society in Townsville by bringing together people of different ethnic backgrounds to address needs through greater participation in and contribution to a better quality of life for that society.

Sheila Hawthorn
President
TMSG Management Committee
16th September, 2011

ANNUAL GENERAL MEETING 2010-2011

MANAGER'S REPORT

(Plus a power point presentation)

The year July 2010-June 30, 2011 passed with no fanfare as we at TMSG were all so busy in the process of juggling a range of contracts, tenders and submissions so this report is a great opportunity to reflect on the work of this time period. I am very aware that it has been a year of many changes, challenges and developments within TMSG and in the service sector. Congratulations to a wonderfully supportive Management Committee, a dynamic team of workers- some of whom are faithful and long term members of the team and some who have taken up positions this year, (introduce)and volunteers.

As indicated by Sheila, we farewelled Ms Consy Sakaria who served TMSG as a student in 2004 and faithfully remained on the staff until her departure August 2011. Thank you Consy for your dedicated work within the Refugee Settlement Program. We also farewelled Ms. Alison Macdiarmid who worked very hard delivering Complex Case Services as subcontracted through Multicultural Development Agency Brisbane.

Our dedicated President has been ever busy and supportive with wise wisdom...even when she was the envy of all as she travelled on the Ghan and experienced the Australian centre and outback. Thank you to the Management Committee who are really dedicated in their attendance, support and direction. Thank you to Mick for writing an application for funds to update our amenities /flooring/outdoor area at the building.

New Staff:

Uptake of Community Action for a Multicultural Society (CAMS) work by Ms. Jenny Stirling.

Humanitarian Settlement Services Staffing: Dr. Gerald Nyasalu, Ms. Deborah Batt, Mr. Alex Rains, Ms. Rukiye Apaydin. Casual Support Workers: Ms. Malia Iosefo, Mr. Darryl Nixon, Ms. Lynn Moreshead, Ms Juliet Walker.

Ms. Gabe Cairns and Ms. Thelma Piotto did a sterling job in assisting with Transition Out responsibilities of the Integrated Humanitarian Settlement Services contract between late March 2011 to June 30th 2011. These were difficult times of juggling 2 Humanitarian Contracts simultaneously. Ms. Tee Phillips joined us recently in the Humanitarian Settlement Services (HSS).

Program delivery: refer power point presentation and provide figures from different events and programs throughout the year.

An overview of the very busy year of TMSG follows:

Highlights of the 2010-2011 include:

TMSG was awarded the *Multicultural Affairs Qld* award for a *Community Organisation Award* at a ceremony in Brisbane, September 29th, 2010 and we had a mention in Hansard...the award has been capitalized on in our letterheads throughout the year.

In addition to delivering programs as per contracts, TMSG is committed to membership of local, State and national networks to contribute to policy discussion and change. Examples of such work shared by the TMSG team throughout 2010-2011 include:

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ANNUAL GENERAL MEETING 2010-2011

MANAGER'S REPORT

(Plus a power point presentation)

Memberships:

Community Ministerial Advisory Committee to the Minister for Multiculturalism

Refugee Council of Australia (RCOA) ...mainly via teleconferences

Settlement Council of Australia

CAMS (Community Action for a Multicultural Society) Network Queensland

Member of the Planning Committee for the International Conference in Sydney June, 2011: *LOOKING TO THE FUTURE, LEARNING FROM THE PAST: A conference to mark 60 years of the Refugee Convention*

Participation in:

CAMS Pacific Island Trans-Tasman research project

CAMS networks e.g. 'Employment Action for Cultural Diversity'

Community Advisory Group to Gambling Education Program at Centacare

Collaboration with LAMP worker at Townsville City Council –Ms. Deb McRobie

Contribution to the National Remembrance Quilt for victims of domestic violence

Cyclone and disaster training of communities

Commonwealth of Australia's Multicultural Policy review

Collaboration with Townsville city libraries ...training and support re library services for CALD groups and successful submission to Multicultural Affairs Queensland for a program: Connecting Cultures through Storytelling

Consultations with the Premier re Refugee Resettlement/ ESL support in schools and needs of Pacific Islanders

Collaboration with Department of Communities for publicity and appropriate CALD posters (photo takes occurred regularly)...available to Queensland Government Department of Communities for their use only.

Cultural Diversity Network...to be reconvened as part of the Local Area Coordination under the Humanitarian Settlement Services contract.

Development of the Townsville City Council Community Plan

Family Law Planning Network

Local Area Housing Network

16 September 2011

ANNUAL GENERAL MEETING 2010-2011

MANAGER'S REPORT

(Plus a power point presentation)

North Queensland Multicultural Health Network and discussions with Queensland Department of Communities Disability Services.

Ongoing collaboration with University of New South Wales Centre for Refugee Research through teleconferences and participation in global dialogues with refugee women (Thailand 2011)

Ongoing partnership with Multicultural Development Agency with regard to delivery of Complex Case Services.

Organisation of a range of consultations about the Queensland Multicultural Policy review with individuals and groups throughout Townsville.

Planning for Australian Census

Participation in surveys over the telephone and via 'survey monkeys're a range of issues affecting CALD groups: employment of women, youth needs, housing.

Regional Managers Coordination Network Townsville.

Safety and Families Advisory Committees of the Townsville City Council and signing of Council's New Family Charter

Townsville Refugee Health reference Group

Working Party for the Queensland Multicultural Policy review.

Special events- Refugee Week, Living in Harmony, Mary MacKillop Parish Family Fun Day

Submissions/Tenders:

- Living in Harmony (unsuccessful),
- Tender for Humanitarian Settlement Services (successful...an understatement! I seem to recall putting my head up from the desk and saying one day "did we ever have champagne?").
- Residential Tenancies Authority Community Grant (unknown),
- GMCBF x2 (one successful for promotions; one unknown),
- TCC refugee women's dialogues (successful).

Training delivery/Presentations: City libraries, James Cook University (JCU) Anton Brienl School of Public Health, Tropical Medicine and Rehabilitation Sciences, JCU Medical Students, JCU Social Work Department, Rotary, Soroptomists.

Training/ Professional Development attended: Review Day TMSG, Caring for self and co-workers, Working with Complex Clients, Unaccompanied Humanitarian Minor's forum in Brisbane in November, Settlement Grants Program training in planning and evaluation of programs, Refugee Conference Sydney.

Initiatives 2010-2011

TMSG has developed its website further...thank you to Chris Blyth for his ongoing technological support.

16 September 2011

ANNUAL GENERAL MEETING 2010-2011

MANAGER'S REPORT

(Plus a power point presentation)

TMSG was directly involved in conducting the Australian Women's Dialogues with Refugees (the only Queensland Service involved)

Introduction of monthly volunteer information sessions

Introduction of training for support workers every three months

Formation of an internal Response Team within TMSG...still in its development stages. The response team is to ensure that all enquiries are met through a roster of staff each day. This has been developed to pass on the message to clients that there is more than one person who can assist ...not just the assigned case / program worker for instance and as a means of ensuring all staff have a sound understanding of work across the breadth of TMSG.

Delivery of peace talks at Townsville State High School

Placement of Occupational Therapy Students at TMSG and provision of placements for JCU Education Students

Student Education

Social Work Students, Community Welfare students and, as mentioned, Occupational Therapy Students (OT) have gained experience and contributed from their expertise and learning challenges to our ongoing development and vision towards a multidisciplinary and multi-skilled team.

Occupational Therapy Students: Ms. Siobahn Taylor and Ms. Emma Perrin, Ms. Renee Whiteside and Ms. Melanie O'Melia

Social Work Student: Ms Mini Joseph

Community Welfare Students: Ms. Ishraga Furawi, Ms. Theresa Putland

Education Student: Ms. Alanna Miller

In the last year we have provided traineeship placements for people in collaboration with Townsville Intercultural Centre: Ms. Thelma Piotto, Ms. Thbysa Ageng, Mr. Abdi Musse Shirwa and Mr. Abdi Hafid Mohammed Sheik.

Thank you one and all for your support throughout this momentous year! ... Power point Presentation

Meg Davis

TMSG Manager

16th September 2011

16 September 2011

TMSG Multicultural Women's Group



In the last financial year approximately 100 people participated in a diverse range of activities.

These included:

- Melbourne Cup Day- as usual the group enjoyed a very special gathering and delicious food.
- Aitkenvale Library - to launch of 'The New Arrivals' Family Reading Packs'
- Destiny Hall - Multicultural Educational Group to talk about Gambling
- Tropical Museum of Queensland - a very interesting and educational tour
- Aitkenvale Library - Connecting Cultures through Story time

An equally interesting programme of monthly sessions is planned for 2011—2012.

TMSG Women's Group thanks last year's Coordinator, Maria Aziz, for her work for the group and wish her well in all her work (now) for women in Afghanistan.

We are very grateful to Helga Wiederhecker for accepting the responsibility this year of voluntarily coordinating the Multicultural Women's Group.

Rahila Talic
Assistant Coordinator
16th September 2011

Sewing Group Report

The Sewing classes have been thriving in 2011. We have a second teacher, Maureen Gilbert, helping us. Her assistance has been invaluable with the beginners. This allows me to carry on with more advanced students. During this year we contributed some squares toward a National Remembrance Quilt in memory of women and children killed by domestic violence which is currently on tour around Australia. We are hoping it will come to Townsville in its travels.

Anyone wishing to join the group please contact TMSG.

Maureen Hurst
Volunteer
16th September 2011



VOLUNTEERS & FRIENDS OF TMSG

Many new volunteers have joined the ranks over the last twelve months while others have continued with their generous contribution to TMSG's smooth functioning and the welcome and settlement of new humanitarian (refugee) arrivals to Townsville. These volunteers helped make Harmony Day, the Refugee Week celebrations and a jumble stall all successful events. They also took people to Op Shops, outings and appointments. Some organised driving practice and many tutored English on a weekly basis.

We were recently saddened by the death of Beth Bennett a very generous person who first assisted a family shortly after they arrived in Townsville and then became a mentor and friend to them. Beth and the family shared tea in each other's homes as they did many other things over two years.

Beth was one of the Soroptomist International members who continue to support us. Amongst other tasks they are organising a beach picnic in partnership with the Girl Guides. This is scheduled for the 30th October and will be a special day for our most recently arrived families.

Last month I nominated two people for awards and as I wrote a summary of their work I was humbled by the generosity of so many people whose only motivation is to help others.

Thank you and please spread the word that Information and Sharing nights are the first Tuesday of each month.

Carmel Cannon
Volunteer Coordinator
16th September 2011

TMSG INC. ACKNOWLEDGEMENTS 2010-2011

TMSG Inc. wishes to acknowledge the following funding bodies and donors of services or funds to support our services 2008-2009:

Department of Immigration and Citizenship:

Refugee Settlement

Settlement Grants Program

Department of Communities (Multicultural Affairs Qld)

Community Action for a Multicultural Society (CAMS)

Townsville City Council:

Cultural Outreach to Schools Project

TMSG Inc. wishes to acknowledge all collaborative partners and Service Agencies who have provided support in the delivery of services in particular:

Adult Migrant English Program teachers, tutors and volunteers

Aitkenvale State Primary School

Amnesty International

Anton Breinl Centre for Public Health and Tropical Medicine–Jane Connell Refugee Health Nurse

Baptist Church Kirwan

Catholic Diocese Townsville

Centrelink Multicultural Service Office-Mr. Ryan Galligan

Coast to Country Housing Company

Coalition for a Feminist Agenda Townsville

Department of Communities-Housing and Homelessness and Rent Connect

Dr. Betty McLellan-psychotherapist for Torture and Trauma victims

DM Realty

Ethnic Community Care Links Inc.

Family Emergency Accommodation Townsville Inc.

House of Prayer Townsville

Inclusion Works Inc.

John Gribbin Real Estate

LAMP worker, Townsville City Council..Ms. Deb McRobie

Legal Aid Queensland

Live N Invest Real Estate

Migrant Settlement Services Cairns

Multicultural Development Association Inc. Brisbane

North Qld Combined Womens Services Inc

North Qld Domestic Violence Resource Service Inc.

Qld Health

Queensland Housing

Qld Police

Ray White Real Estate Annandale

Rapid Realty

Remax Real Estate

Red Cross Homelessness Early Intervention Program

Society of St Vincent De Paul

Soroptomists Townsville

The Smith Family

Townsville City Council for the availability of 62 Anne Street House, Cultural Outreach to Schools program and support through Libraries and all community programs.

Townsville Intercultural Centre

Townsville State High School

Townsville Community Legal Services Inc.

Townsville Tenant Advice and Advocacy Service

We wish to acknowledge with thanks the many donors who have contributed valuable household items and other important goods which have added to the comfort of the homes of newly arrived refugees and migrants into the community.

