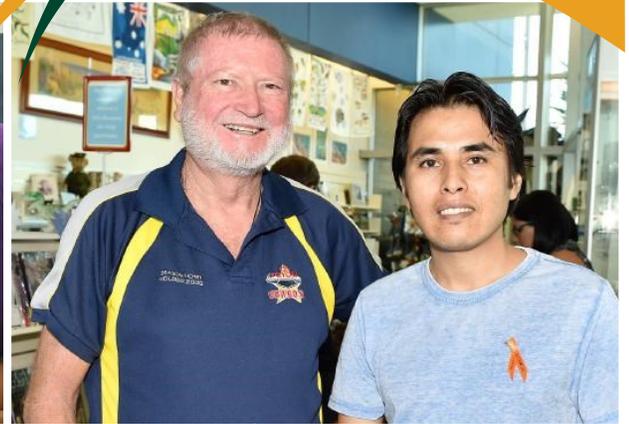




TMSG

Inspired by Cultural Diversity



Annual Report 2015-2016

Funding Bodies

- Australian Government Department of Social Services
- Qld Government Department of Communities, Child Safety & Disability Services (Multicultural Affairs Queensland)
- Townsville City Council
- Queensland Community Foundation

Partnerships & Collaborations

- ACCESS Community Services Ltd.
- AFL Queensland
- Amnesty International
- AMPARO Advocacy
- Australian Red Cross
- Centacare Cairns
- Centre for Refugee Research, UNSW
- CityLibraries Townsville
- Communities for Children Tville West
- Ethnic Communities Council Qld
- Full Throttle Theatre Company
- Headspace Townsville
- La Luna Youth Arts
- Multicultural Development Association Ltd.
- Primary Health Network Nth Qld
- Qld Program of Assistance to Survivors of Torture & Trauma
- Refugee Immigration & Legal Service
- Supported Options in Lifestyle & Access Services (SOLAS)
- Surf Life Saving Qld

President's Report

Another year has gone rapidly by when, as the Manager's report will show, a very large number of humanitarian arrivals came into our North Qld region. The second office "experiment" could certainly be seen to have been a very successful one particularly from a client's point of view.

Again, around 600 people visited the Museum of

Tropical Qld on 2nd April when this year's Harmony Day Celebrations were organised by TMSG in partnership with several other service agencies. The 2016 theme was 'Interfaith Harmony'. As was published in our Newsletter, there was very positive feedback about the Harmony Day event including some interesting examples of interfaith discussion. However, encouraging social interaction, education and developing multicultural awareness rather than too much focus on performance and food continues to be a challenge for (so-called) cultural events and celebrations.

Three holiday programmes were among the many community engagement programmes delivered by T.M.S.G. during the year. All three programmes were funded by Townsville City Council. Twenty three young people from Somalia and Democratic Republic of Congo and Bhutan participated in a guided tour around Reef HQ to the turtle hospital, the live predator dive show and snakes alive educational show. Ten children between four and eleven years of age took part in Surf Life Saving Queensland's Little Life Saver's programme in January. This activity gave the children the opportunity to help build their confidence in water through a wide range of games. Then another group of young people participated in an introduction to surf lifesaving. A visit from Paul Power Executive Director of Refugee Council of Australia during this year was a highlight as he spent time to hear settlement issues and reports from several client cohorts as well as T.M.S.G. Staff. He also gave a lecture at the Mater Education Centre about the Council's perceptions and concerns on the current Humanitarian Settlement programme in Australia.

T.M.S.G. undertook to administer more than \$27,800.00 which is funds raised by Bendigo Bank to assist one community very adversely affected by cyclone 'Pam' in Vanuatu in 2015. Many thanks to volunteer Jenny Bowmer for her efforts which contributed largely to T.M.S.G. fundraising efforts of nearly \$700.00 to help keep client's short term accommodation appliances, fittings, etc., adequate and in good condition.

Many viewers were inspired by the film "Freedom Stories" shown in Townsville during Refugee Week. This documentary explored the achievements of ten 'boat people' from the Middle East around 2001. Locked in remote detention centres and then placed on temporary protection visas for some years they are now Australian Citizens showing what determination and commitment can achieve when people are accepted and supported in the wider society.

Again there were some staff movements during the year when we farewelled Jenny Stirling from the CAMS programme and welcomed 8 new bi-cultural support workers on to staff. Jenny has moved to live and work in South Australia and is very much missed. We wish her well in health and work. We continue to be very grateful for the very helpful and friendly relationship we have with the St. Mary MacKillop Parish Office staff and will, of course, miss Mrs Lyn Horner who retired on 30th June. Congratulations to our friend Mrs Pauline McGuire who will be the next Parish's Administrator. Besides, the personal relationships with the staff, we appreciate being able to use space in their premises for weekly English classes, special meetings, and occasional women's Group gatherings.

Four newsletters were published during the year. A volunteer responsible for the production of the newsletter remains a need of T.M.S.G.

Many thanks from the Management Committee to all staff, volunteers and friends who diligently continue to share their talents, professionalism and commitment to various programmes and challenges with a high level of expertise and cultural sensitivity. I thank especially the Management always faithfully and highly professionally encouraged by Meg (Davis) for being a major part of an enriching and humbling intercultural experience for me personally.

As I said in my retirement letter of 12th May, may you all continue to be inspired by cultural diversity to share its richness in the wider society and work to meld a business approach into a human rights/social justice framework of T.M.S.G.'s operations.

Congratulations and best wishes to the 2016-2017 Management Committee.

S.M. HAWTHORN, PRESIDENT



Manager's Report (refer also statistics on brochure)

In the year 2015-2016, Townsville Multicultural Support Group Inc. has valiantly continued to uphold its commitment to vision and mission - addressing needs through greater participation in and contribution to a better quality of life for our multicultural society and to bringing together people of different cultural backgrounds working in a spirit of friendship. This we have done locally and we have also actively participated in reflecting on global crises that raise concerns about the capacity of our country to respond with compassion, justice and human rights. I sincerely acknowledge and thank the members of the Management Committee and all the staff for their dedication, compassion, focus and willingness to accept new challenges to achieve our mission in this year. ALL the work of TMSG relies on the support and collaboration of other services. I commend the colleagues across government and community organisations for their willingness and dedication to inclusiveness of the needs of migrants and refugees. Indeed, TMSG promotes to colleagues in other centres that "In Townsville settlement is everyone's business." There are some people whose support has been outstanding: Lyn Horner and Pauline McGuire of Mary MacKillop Parish Office, Ryan Galligan of the Department of Human Services, Mary Ann Kirkman of Qld Health, Jane McKellar and her staff at Adult Migrant English Program, Consy Sakaria of QPASTT, Marsha Davies and her team at Coast to Country Housing Company and Karen Loto and her team of The Smith Family.

TMSG staffing has increased...beginning in September with the commencement of the position of an Operations Coordinator, Teneale Grigg. Teneale has influenced some important changes in operational governance, administration, information services and human resources management. We are also grateful for the support of Jenny Bowmer and Bulai Barber in the absence of our long term Receptionist- Rahila due to family illness and bereavement. Flexibility in staffing across all programs has been cost effective and contributes towards team operational understanding and prevents 'silos' in service delivery. The bicultural bilingual support workers have been in high demand across programs.

Program Reports: Welcome / Hospitality, Telephone and Walk in Enquiries: Although much business is done now through email correspondence, both Mundingburra and Aitkenvale offices reflect a high access through walk ins and by telephone of clientele and other service personnel.

Humanitarian Settlement Services: Anticipated Indicative Referrals Levels for the year by Department of Social Services were 150. Actual arrivals were higher. Two large families (17) transferred out within the first month. TMSG accepted eleven (11) households through the Women At Risk Visa (204) type.

Settlement Services: SS has been extensive in its outreach and support to clients and through group work in partnership with other services.

Status Resolution Support Services (SRSS) (subcontract arrangements with MDA Ltd and Access Community Services Ltd): Clients under this program are extremely vulnerable and have no hope at this point of permanent residency which has huge impacts on a sense of future and belonging.

Complex Case Services: Staff across settlement have become increasingly aware of 'alerts' for those needing additional assistance due to reasons such as health, family transition issues, grief / loss and parenting. Increased numbers of referrals have been accepted.

Community Mental Well Being: The flexibility of individual and group support of this program in partnership with SOLAS has enabled a range of intensive support identified by clients. Participation with other services in group programs for youth, women and parents has been effective. Participation in Mental Health Week has been a positive engagement with other services.

CAMS: We were pleased that the Community Action for a Multicultural Society program was reinstated under the Qld Labour Government. Accountability changed to a focus on social connections and promoted a greater number of service partnerships; increased liaison with services and been the primary mover of the Community Partnerships initiative of TMSG.

Responsive One-Off programs: These are delivered with short lead-in times resulting in additional staffing and extra administrative and operational work.

African Health Education: TMSG was subcontracted by ECCQ to deliver a health program. A Somalian Support Worker was engaged.

Bright Actions: In partnership with MDA Ltd and QCOSS informing people how to use ERGON economically.

RAILS: An MOU with the Refugee Immigration Legal Service informed and assisted communities and individuals with migration advice.

School Holiday Activities: Partnerships with Reef HQ, Surf Life Saving Qld and AFL supported by Townsville City Council grants.

NDIS: In partnership with AMPARO Brisbane, training on use of interpreters was delivered to staff in Townsville.

Professional Development (accessed and provided): TMSG has engaged in increased numbers of educational presentations within the general community at conferences, public forums organised by The Smith Family, Eliminate Dengue, Townsville City Council 'Communities Built to Last' forums, and James Cook University student lectures including Health, Medicine and Social Work plus a contribution to a Community Development textbook publication. An initiative of external professional consultations in case presentations has been supported and welcomed. It has contributed to a broader professional insight into the needs of our clientele. Staff feedback includes: "It opens my mind more to different ways of doing things" and "it brings all of the work we do together; helps provide a big picture." Visiting professional feedback included: "I hope that my humble input will be of benefit to the growth of TMSG workers for the benefit of people."

Service Partnerships: have meant increased Memorandums of Understanding with organisations across the State to deliver one-off educational programs on a range of topics. A Statement of Intent to collaborate between Centacare Cairns and TMSG was signed off in October 2015. This has significance for proposed changes to future delivery of Humanitarian Services.

Research: The three year partnership with UNSW Centre for Refugee Research involved workshops on human rights and is in its' final stages.

Community Partnerships: An addition to TMSG vision is progressing partnerships with community interest groups.

Social Justice: Collaborative work with Amnesty International and local Social Justice Groups such as SANTE (Supporting All Nations towards E quality) in organising lectures, panel discussions and talks throughout the year.

International Work: Has included supporting Newora people of Vanuatu in partnership with the Bendigo Bank Community Enterprise Foundation. Support for "Boots for Liberia" is a program initiated by Mr. Emile Damey who arrived with his family in 2009 and is now an international soccer player. TMSG agreed to be a sponsor in return for supply of some boots or assistance for people settling in Townsville.

Student Education: TMSG has continued its commitment to ensuring that future professionals have insight into the refugee and migrant experience.

Conclusion: Throughout 2015-2016, TMSG has been adventurous, challenging and successful in achieving its mission. The current year is already progressing. It commenced with a farewell to Sheila Hawthorn, President of TMSG Management Committee for 12 years. We are all deeply grateful for her commitment, wisdom, wit and knowledge throughout her long term membership of TMSG and her presidency. The energy, passion and dedication of the continuing committee members have been evidenced already and I look forward to working with the 2016-2017 TMSG Management Committee. There are strong indications of new horizons and new challenges which we willingly embrace in the sincere hope of affecting a more just and peaceful world.



Supporters & Donors

- Aitkenvale Primary School
- Annette Ireland
- Anti Discrimination Commission Queensland
- Australian Bureau of Statistics
- Catholic Diocese Townsville
- Coast to Country Housing Company
- Community Leaders
- Cowboys Leagues Club
- Department of Human Services
- Dianne Stott
- Dr Betty McLellan
- Eagle Boys
- Gaysha Dragon Design Studio
- James Cook University
- Maurice Blackburn Lawyers
- Museum of Tropical Qld
- Northreach Baptist Church Kirwan
- NQ Combined Womens Services Inc.
- NQ Domestic Violence Resource Service Inc.
- NQ Toyota Cowboys
- NQ Women's Legal Service
- Qld Health
- Qld Police Service
- TMSG Volunteer Team
- TMSG Members
- Red Rooster
- Supporting All Nations Towards Equality (SANTE)
- Sealink Qld
- Society of St Vincent De Paul
- St Margaret Mary's College
- St Mary MacKillop Parish
- St Joseph's School, The Strand
- TAFE North
- The Ville
- Townsville Bulletin
- Townsville Chamber of Commerce
- Townsville Community Legal Services
- Townsville Intercultural Centre
- Townsville State High School
- Volunteering Nth Qld
- Wilkinson Homes
- William Ross State High School



Multicultural Women's Group Report

Social connectedness, community engagement and partnership as well as community education have been becoming leading themes of the 2015 - 2016 Women's Group gatherings.

The activities have linked the CALD women, their families and friends to resources, support, access and other communities. On average, 12-15 CALD people constantly attended the gatherings. We enjoyed every session of the gatherings and through the gatherings we have made new friends and networks as well as have learned new skills, but still keeping our traditional values and cultures.

The following activities highlight and demonstrate the leading themes held by Women's Group activities:

- Participating in **Harmony Day** Celebration with dancing, singing and fashion parade of our traditional outfits from Philippines, Indonesia, Bhutan, and PNG.
- Dhakana Dessert **Bhutanese Cooking Demonstration**. Thank you to Bhagi and Chali for sharing your cooking skills with other Women's Group members.
- **Art and Craft Workshops** of how to play Ukulele and Angklung as well as how to make creative art by making use of unused cable. Thank you to Kathy, Linda and Lynn (Townsville Ukulele Club) as well to Madonna, Paul and Bernadette (Full Throttle Theatre Company).
- **Family Fun Morning** and Gold Coin Fundraising at Riverway. In this activity, apart from sharing their traditional cooking, the Women's Group performed their musical skills of how to play Angklung which they learned in the workshop as well as to perform Dancing in a group to win a \$50 Coles voucher. Elumba and friends won the voucher. In that event, Bernadette made a small but beautiful, colourful basket. This activity was successfully held in collaboration with Full Throttle Theatre Company, Indonesian community members and students and Townsville Ukulele Club. Thank you to Anny and Madhavi for preparing the cooking and to Madonna, Paul and Bernadette as well as Faun for making the activity meaningful and unforgettable.
- **Computer Familiarisation and Aitkenvale Library Tour**. This activity was held collaboratively between TMSG, Aitkenvale Library and Townsville Catholic Diocese (TCD). Thank you to Nana, Natalie and Belinda (City Libraries) and to Sean, Pauline and Jason (TCD) for donating your time and energy to assist the CALD women become more familiar with computer and library access.
- **Developing a Personal Budget Planning**. This activity started with a one-on-one English conversation session and then followed with the personal budget planning. Thank you to the talented volunteers who donated their time and energy to encourage CALD women engagement with this activity. They are David, Danni, Don and Faun.

As Coordinator of TMSG Multicultural Women's Group, I would like to say thank you very much and I highly appreciate all of the Women's Group members and their families, friends and networks for your constant participation and support in every gathering we have. Without it, the Women's Group will not have reached this stage.

JOHANNA KODOATIE-CAHILL, TMSG MULTICULTURAL WOMEN'S GROUP COORDINATOR



Staff and Client Statistics 2015 - 2016

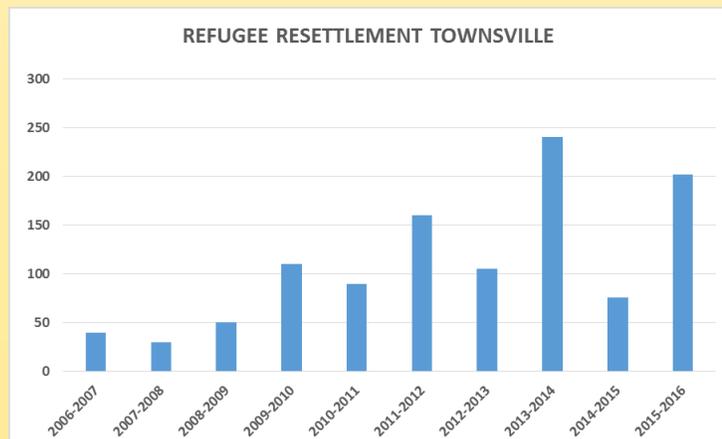
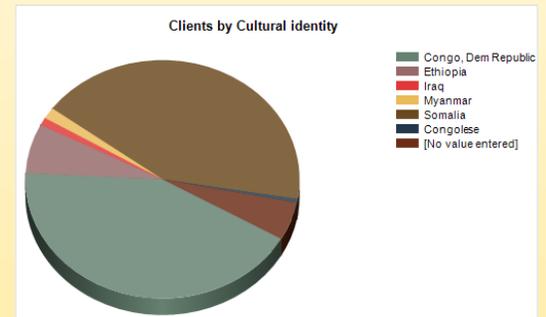
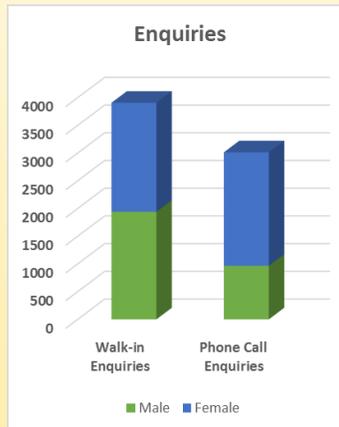
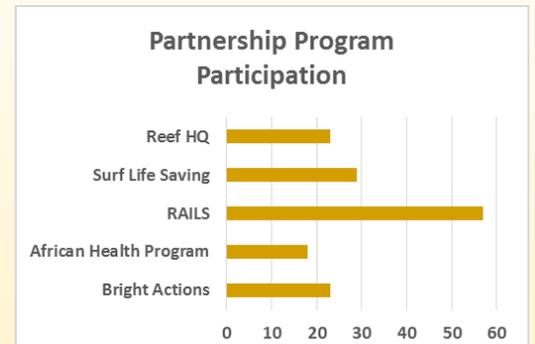
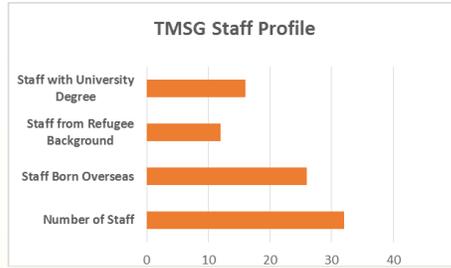


Staff

Maysam	Geri	Gerald
Yasmin	Kasma	Htee Moo
Rukiye	Maria	Thelma
Ni Ni	Lynn	Terry
Bulai	Mi Mi	Sibbo
Abdi	Johanna	Debbie
Jenny	Sally	Rahila
Tahlia	Saida	Iraha
Gabe	Rajabu	Shinila
Meg	Isireli	
Teneale	Jacky	

2015-2016 Management Committee

President: Sheila Hawthorn
 Vice President: Mick McCabe
 Secretary: Rachel Montgomery
 Treasurer: Patricia Kretschmann
 Members:
 Linda Davis
 Juliet Walker
 Abraham Francis
 Iris Min He
 Ann Roebuck
 Danni Bruch





**Townsville Multicultural
Support Group Inc.**

PROGRAMS:

- >> Advocacy for Multiculturalism
- >> Community Education and Health Programs
- >> Multicultural Women's Group
- >> Settlement Services

CONTACT:

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TMSG Vision

To address needs through greater participation in and contribution to a better quality of life for our multicultural society.

Statement of Apology and Reconciliation

To all Aboriginal and Torres Strait Islander People, your families and communities:

We apologise for the human suffering and injustice that you have experienced as a result of colonisation and generations of discrimination and marginalisation that has resulted from that.

We acknowledge your right to self-determination. We commit to working in solidarity with you in ways that you choose and determine.

We recognise your leadership, we honour your visions and we join with you in your hopes for your future and for our futures together.

