



TMSG

Inspired by Cultural Diversity



Annual Report 2016-2017

Funding Bodies

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

Partnerships & Collaborations

- ACCESS Community Services Ltd.
- Amnesty International
- AMPARO Advocacy
- Anti Discrimination Commission Queensland
- Centacare Cairns
- CityLibraries Townsville
- Communities for Children Tville West
- Ethnic Communities Council Qld
- Forced Migration Research Network, UNSW
- Good Shepherd Parish
- Inclusion Agency Regional Qld
- James Cook University
- Mercy Community Services NQ
- Multicultural Development Australia Ltd.
- Northern Australia Primary Health Ltd.
- Primary Health Network Nth Qld
- Qld Police
- Qld Program of Assistance to Survivors of Torture & Trauma
- Refugee Council of Australia
- Refugee Immigration & Legal Service
- selectability (previously SOLAS)
- Settlement Council of Australia
- Supporting All Nations Towards Equality - SANTE
- Surf Life Saving Qld
- Townsville Hospital

President's Report

TMSG Friends, Family and Supporters,

In what has been an extraordinarily challenging year TMSG proved itself a resilient and resourceful organisation.

This year the Australian Government reduced the

number of contracted humanitarian settlement service providers around the country from 23 down to 5 nationwide. It is a credit to the professionalism, experience and specialist skills of our staff as well as the strength of our community partnerships that TMSG has, in this difficult environment, been invited to partner as a subcontractor to Multicultural Development Australia (MDA) to continue place based settlement service delivery for humanitarian entrants on the ground in NQ. With the ink freshly dry on the subcontract, TMSG looks forward to working cooperatively with MDA and our local area partners to continue our role in reception, welcome, and orientation to life in Australia under the reconfigured HSP program from October 2017. Despite the tumultuous year and long period of contractual uncertainty that hung over us, there are a number of achievements in 2016/2017 of which we should be proud – thanks to the focus and dedication of our committee, staff and volunteers:

- TMSGs fantastic Bicultural Support Workers who have assisted us to extend our community reach and impact this year by outreaching into 'mainstream' services. Through this initiative, we are able to offer improved access to services, enhanced engagement and advocacy, and culturally responsive service provision to migrant and refugee communities. TMSG hopes to be able to offer employment opportunities to multilingual and bicultural Support Workers in a cost-sharing arrangement with agencies wishing to utilise TMSGs cultural expertise. Initial indications have been positive and so we are keen to build capability for the benefit of emerging cultural communities in Townsville.
- TMSGs Community Partnership Framework has helped to harness Townsville's generosity and goodwill in 2016/17. Community partnership agreements have been formed with Sisters of Mercy, St Joseph's School, Good Shepherd Parish, Aitkenvale State School, and Holy Spirit Parish. These partnerships have helped us to accommodate newly arrived refugees, link humanitarian entrants with welcoming and supportive community members and provide an outreach hub at school to support newly arrived families. These partnerships demonstrate TMSGs mantra that in Townsville "Settlement is Everyone's Business".
- With the ongoing offshore detention of people seeking asylum, and continued erosion of rights and supports for those who seek safety and a new life in Australia, TMSG remains committed to the importance of advocacy, action, research and community education. We had the pleasure and privilege of hosting Dr Eileen Pittaway at our Refugee Week community breakfast; retained our strong partnership with Amnesty International, and recently hosted Asylum Seeker Resource Centre staff Erin Kennedy and Pemba Amuri who trained local community members as trainers in "Words that Work".
- We have enhanced our digital footprint and online presence this year - introducing an online donation capability and completing registration with GIVIT to better connect donors with families in need.

Turning our minds to the year ahead, we look forward to celebrating our 25th birthday and hope to see you at the festivities!

Rachel Montgomery, TMSG President



Manager's Report (refer also statistics on brochure)

This year has again been challenging, rewarding and has stretched our horizons somewhat. I particularly want to acknowledge in the first instance the courage and vision of the Management Committee....a number of whom were new to the task and have really put their hands and thoughts to the wheel. We thank Patricia Kretschmann who resigned throughout the year and welcomed Alan Carpenter to the role of Treasurer in April. This committee has great vision, passion and energy. Rachel Montgomery has adroitly and sensitively led the organisation through the year. I appreciate immensely the time and effort expended by all members of the committee in contributing to ideas, support to staff and support to myself at a moment's notice.

A key development for TMSG this year has been the expansion of the number of partnerships for program delivery along with a commitment to visioning for long term planning and creative means of seeking funds and support. We have valiantly continued to maintain a global perspective whilst working locally as challenges of war, displacement and migration affect increasing numbers of people around the world.

Our staff have continued to respond with dedication, a great deal of focus and hard work but always seem to keep time for shared lunches and general fun too...it has been a demanding year and you are all amazing. Some staff changes have occurred: Sibbo Sengabo (AMPARO Disability Advocacy role and later Case Manager in Humanitarian Settlement, Adam Nawawi in Accommodation Services, Reoni Britz (after completing a traineeship) as Project Officer of Community Leadership and Events Coordinator, and Gary Wicks as Finance Officer. We farewelled Gerald Nyasulu in early 2017 and more recently Debbie Shaw...both of whom worked within the Humanitarian Settlement Services program for almost its entire duration of 7 years.

SUCSESSES & HIGHLIGHTS: Delivery of more than 20 **small group participative programs and events** across programs have featured this year. Topics included: health and well-being, recreation, refugee and immigration legal support, leadership, creative employment ventures, skill development, and social participation. All such delivery has occurred in partnership with other services. TMSG could not achieve its outcomes without the invaluable support, flexibility and collaboration of a broad range of services and colleagues across government and community organisations locally and nationally. We sincerely thank all service provider personnel for your time and responsiveness in attending network meetings, case planning liaison meetings and contributions to planning of events and activities. We were particularly pleased this year to work closely with The Townsville Hospital in its inaugural Living in Harmony event.

The **contribution of volunteers** within the Community Action for a Multicultural Society program and Humanitarian Services has been superb and reflects a great community spirit.

Collaborative advocacy finally resulted in the return of funds for a **local refugee health nurse**. The Townsville Hospital put out a tender in January and Northern Australia Primary Health Ltd recently appointed Georgia Green to the position.

Our **partnership** with the **Settlement Council of Australia** resulted in an Employment Forum April 2017 and contribution to a report by the SCOA.

Participation in an **advocacy partnership with AMPARO** for culturally and linguistically diverse people with a disability opened pathways for increased understanding of, and access to support under NDIS and raised concerns around the need for interpreters and flexible inclusive entry points. TMSG has since been named as a consortia member with organisations in Sydney and Geelong in a **Diversity Safe Space Project**.

Increasing community partnerships have been established and are increasingly active through Church parish groups including Mercy Sisters and Good Shepherd (assistance with immediate accommodation options for new arrivals); service groups (sharing welcoming meals and donations); networking and business associates through the Chamber of Commerce. These add greatly to the collective knowledge and understanding of the strength and resilience of people who join our communities from diverse countries and experiences.

The finalisation of the **research partnership with UNSW** and the launch of the resources on Human Rights and the Law in Australia for use in future programs occurred in Sydney in February and our colleagues supported people with lived experience to self-represent at the United Nations in June. We anticipate that TMSG can contribute to further research locally and internationally with regard to the global compact for refugees as determined by the UN in September 2016.

Expansion of the **brokerage of Bicultural Support Workers** and development of Cultural Conversations packages is an exciting development that paves the way for further long term influence of inclusive practices across services.

Ongoing collaboration with social justice groups including SANTE, Amnesty International, Anti-Discrimination Commission Qld, and Maurice Blackburn resulted in a well-attended march and rally in support of people who are refugees in April.

Ongoing professional development has continued with staff attending 34 external training sessions in addition to the provision of in-house training.

Negotiations with Multicultural Development Australia Ltd for delivery of Humanitarian Services into the next ten years marks the end of the 2016-2017 year by a determined, ingeniously resourceful and resilient organisation.

Meg Davis, TMSG Manager



Inspired by Cultural Diversity

Supporters & Donors

- Aitkenvale Primary School
- Australian Cervical Cancer Foundation
- Australian Taxation Office
- Boots for Liberia
- Calvary Women's Ministry
- Catholic Diocese Townsville
- Coast to Country Housing Company
- Community Leaders
- Dancenorth
- Department of Human Services
- Dr Betty McLellan
- Entire Wellbeing
- Heart Foundation
- Maurice Blackburn Lawyers
- Natasha Brown's Business Coaching & Mentoring
- National Disability Insurance Agency
- Northreach Baptist Church Kirwan
- NQ Combined Womens Services Inc.
- NQ Domestic Violence Resource Service Inc.
- NQ Women's Legal Service
- phn Northern Qld
- Qld Emergency & Fire Services
- Qld Health
- Qld Police Service
- TMSG Volunteer Team
- TMSG Members
- Society of St Vincent De Paul
- St Margaret Mary's College
- St Mary MacKillop Parish
- St Vincent De Paul Society
- TAFE North
- Townsville Bulletin
- Townsville Chamber of Commerce
- Townsville Community Legal Services
- Townsville Intercultural Centre
- Townsville State High School
- Volunteering Nth Qld
- Wilkinson Homes
- Zonta Club of Townsville
- 2Birds1Stone



Multicultural Women's Group Report

Themes of social participation and connectedness, economic participation and family values dominated the 11 sessions of the Multicultural Women's Group (MWG) throughout the year with an average of 32 participants attending each. Topics and activities were comprehensive including:

- Handicraft Workshop
- History of Australia Day
- Women and Life Skills: Cooking and Gardening Demonstrations
- Living in Harmony and Safety
- Economic Participation
- Refugee Week Celebration
- Health
- Excursion: Family Fun Day.

Participant women and some men who were involved in the MWG activities originated from Australia, South Korea, South Africa, Philippines, Indonesia, Congo, Bhutan, Somalia, Uganda, Burundi, Japan, Peru, Brazil, Guinea, Papua New Guinea, Myanmar, Sri Lanka, India, Jordan, Iraq. In addition, they are diverse in their status and occupational backgrounds, for example: students, volunteers, people who arrived as migrants or as refugees, IT specialists, health specialists, teachers and lecturers and a service club members.

We are very appreciative of the large number of organisations that have contributed to the success of the MWG activities and facilitated friendships between people who have been in Australia all their lives with people new to Australia and from diverse backgrounds.

The women benefitted from activities: gaining knowledge history of Australia Day; being ready for cyclone season; understanding the importance of regular women's health checks and eating a variety of colourful foods for nutrition; gaining knowledge of how to start up a small business and to market life skill products; sharing traditional cultures and life skills; cooking and gardening; improving self-confidence and English conversation skills; having fun together with families, friends and networks no matter what community or organisation you belong to or where you were born.

MWG Pop-Up Business has been active throughout the year with five women commencing pop-up businesses: Peruvian Jewellery, Korean Dish Sponge Scrubbers, Congolese Bead Handicraft, Traditional Balinese Massage and food taste of Indonesian "Terang-bulan" dessert. They were delighted to have the opportunity to learn how to promote their products and services and experience valuable networking. Thank you to all volunteers; associates; and Women's Group members, families and friends for your constant participation and support in gatherings. Our appreciation also to TMSG staff for your full support in our Women's Group activities.

Johanna Kodoatie-Cahill, TMSG Multicultural Women's Group Coordinator



Inspired by Cultural Diversity





Staff

Naafac	Joy	Gerald
Alyaa	Matulino	Jacky
Maysam	Tshika	Thelma
Yasmin	Maria	Jit
Rukiye	Lynn	Neeta
Reoni	Mi Mi	Innocent
Bulai	Rachel	Terry
Jenny	Johanna	Sibbo
Tahlia	Ali	Debbie
Esperance	Sally	Yen
Gabe	Saida	Rahila
Meg	Abdi	Iraha
Teneale	Rajabu	Shinila
Geri	Isireli	Gary
Kasma	Adam	Jolie

2016-2017

Management Committee

President: Rachel Montgomery

Vice President: Mick McCabe

Secretary: Danni Bruch

Treasurer: Alan Carpenter

Members:

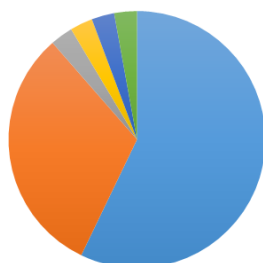
Linda Davis

Abraham Francis

Ann Roebuck

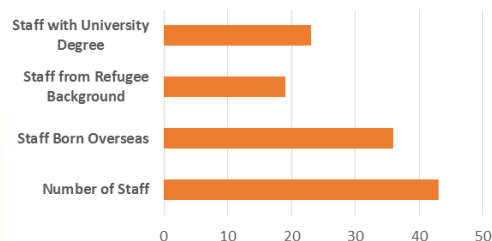
Staff and Client Statistics 2016 - 2017

HSS clients by cultural identity

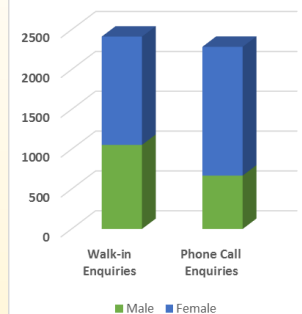


DR Congo Somalia Guinea
Myanmar Kenya Tanzania

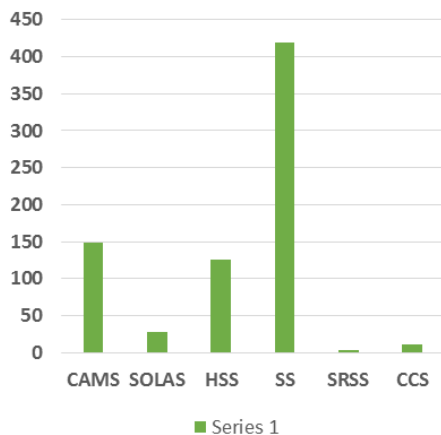
TMSG Staff Profile



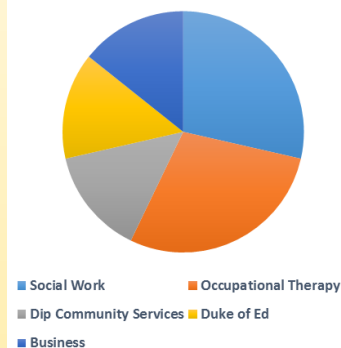
Enquiries



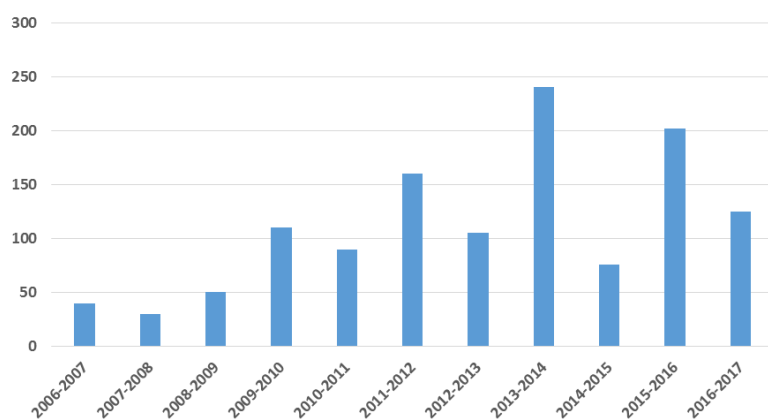
Client Numbers by Program



Students



REFUGEE RESETTLEMENT TOWNSVILLE



Inspired by Cultural Diversity



Townsville Multicultural Support Group Inc.

PROGRAMS:

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

CONTACT:

Phone **4775 1588**

Email **admin@tmsg.org.au**

Website **www.tmsg.org.au**

www.facebook.com/tmsg.org.au



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.

