



TMSG

Inspired by Cultural Diversity



Annual Report 2017-2018

Funding Bodies

- Australian Government Department of Social Services
- Qld Government Department of Local Government, Racing and Multicultural Affairs
- Townsville City Council

Partnerships & Collaborations

- ACCESS Community Services Ltd.
- Amnesty International
- AMPARO Advocacy
- Anti Discrimination Commission Queensland
- Centacare Cairns
- Catholic Education Office
- City Libraries Townsville
- Communities for Children Tville West
- Dance North
- Ethnic Communities Council Qld
- Family Well Being Network
- Forced Migration Research Network, UNSW
- Gilroy Santa Maria College Ingham
- Good Shepherd Parish/ Ryan Community Centre
- Inclusion Agency Regional Qld
- James Cook University
- Local Level Alliance
- 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 Health Network Qld
- Refugee Immigration & Legal Service
- selectability
- Settlement Council of Australia

Dear TMSG Members and Supporters,

I am pleased to be able to present our Annual Report for the year ended 30 June 2018.

This year, there have been significant changes and challenges for TMSG. What has not changed however is the unique ability of this organisation to continue to adapt to an environment that remains challenging, and respond in a way that reflects our values, ethics and experience.

On a high note, our 25th year of resettling migrants and refugees was memorialised with the launch of *Heartache, Strength & Hope*. This book is a beautiful retrospective featuring the stories of the amazing men and women who have contributed to shaping TMSG into the organisation it is today, and shaping Townsville into the diverse multicultural community it is today. It takes courage, determination and patience to establish a new future in a new country. The ability of families to not only find footing but to reach out to welcome, assist and support others is remarkable. Reflecting on the 25 years of settlement history in Townsville certainly highlights how we have been enriched as a local community by humanitarian arrivals and their dedication to give back.

This year we have proudly

- Welcomed and supported humanitarian arrivals to Townsville and supported entrants to make North Queensland home under the Humanitarian Settlement Program
- Enhanced social connectedness for culturally and linguistically diverse individuals and community groups through the Community Action for a Multicultural Society Program
- Enhanced independence, wellbeing and connectedness of migrants and refugees through the Settlement Service Program
- Concentrated on improving community mental health and wellbeing through provision of targeted and personalised supports to individuals experiencing mental health issues and impacted by trauma
- Enhanced TMSG's financial capability with enhanced staffing provisions in financial administration
- Undertaken some long overdue building improvements at our Ross River Road premises
- Continued our leadership and advocacy through the Local Area Coordination Network, Refugee Health network, and investment in research partnerships
- Provided practical work experience to local humanitarians through volunteer placements, corporate volunteering initiatives and hosting students on placement

Enhancements in 2018 have included

- Supporting women experiencing, or at risk of, family and domestic violence or sexual assault, to access the support that they need through Safer Pathways for Culturally and Linguistically Diverse Women initiative
- Creating inclusion for culturally diverse individuals living with a disability through the Disability Safe Place Project where participants developed resources to assist organisations and businesses to be more welcoming and inclusive.

During 2018, the committee monitored closely the workload and financial impacts of the new funding framework for the Humanitarian Settlement Program. The transition from block funding arrangements to an unwieldy and complex claims based system has not been easy. The committee would like to acknowledge the challenges staff have weathered and great contributions made in adapting our internal systems and processes over recent months. The challenge for TMSG in the year ahead, will be to reshape ourselves to meet the challenges ahead - ensuring we remain strong and sustainable into the future. Humanitarian Settlement is at the heart of what we do, and we are committed to delivering this program in North Queensland into the future.

On the horizon, look forward to the challenges of supporting an increase in anticipated arrival numbers to regional Queensland and also look forward to being the first community to welcome families from the Central African Republic.

I want to thank the wonderful committee, fantastic leadership team and dedicated staff for another year of hard work and commitment. Without a doubt, our people remain our greatest asset...

Rachel Montgomery
President
Townsville Multicultural Support Group



MANAGER'S REPORT ANNUAL GENERAL MEETING OCTOBER 11 2018

JULY 1 2017- JUNE 30 2018

(Please refer also statistics in the AGM booklet)

Another enormous year has occurred at the Townsville Multicultural Support Group Inc. I will name highlights and challenges . I firstly want to acknowledge the Management Committee who have continued to steer the organisation through challenging times yet remain dedicated and committed and give of their time at meetings , through email and telephone at a moment's notice. Thank you.

All staff have worked under a great deal of pressure in this current year which has been filled with exciting events such as the documentation of and launch of the TMSG 25 year history book at the Refugee week Breakfast and some new programs and partnerships. Ann Roebuck did a fantastic job as editor...thank you. It was wonderful to award life membership to founding and stalwart committee members at the Breakfast. TMSG staffing changes have included the appointment of Isla Swan and Innocent Rwamuhizi to Settlement Services; and Tra Nguyen to Humanitarian Settlement. All personnel from reception, administration, support services and community engagement have assisted in periods of peaks of newly arrived Humanitarian Entrants.

We entered a new era in delivery of the Humanitarian Services Program as a subcontractor to Multicultural Development Australia Ltd. TMSG has made a generous contribution to maintain this service 2017-2018. In order to continue delivery into 2019-2020, TMSG is currently engaging in an internal review of the service delivery model. On the upside, we can celebrate the fact that regional resettlement is increasing and the critical numbers we have been advocating for is starting to happen.

The DSPP (Disability Safe Place Project) will be featured later tonight. It has been a 13 month project in partnership with Diversitat of Geelong and Ethnic Community Services Cooperative Sydney. Under the able coordination of Sibbo the issues of people with a disability from cultural and linguistically diverse backgrounds have been highlighted and brought to the attention of local NDIS agents, the Qld Disability Network, Feros and Qld Council of Social Services. It has been so encouraging to witness the engagement of service personnel and the frankness and willingness with which they have been open to learning and to facilitating the needs of our clientele groups. Their attendance at the Refugee Week Breakfast and launch of the TMSG history confirmed their engagement. A special thank you to Ann Greer for her support, counsel and guidance.

The Safer Pathways for CALD Women—funded by the Australian Government, as part of its National Domestic Violence Strategy, commenced in January with the secondment of Tahlia Briggs from Settlement Services as Coordinator. The program was framed within the outcomes of the research partnership “The meaning of Rights across Cultures” with the University of New South Wales. Resources on Human Rights Training have been used in a Train the Trainer model with men and women from diverse backgrounds who have in turn then delivered training to their communities focusing on human rights and domestic violence law in Australia.

Support for people struggling with mental health has been delivered through a sub contract with selectability – a merged organisation between SOLAS, Mental Illness Fellowship and Job Train. Sadly the new sub contract 2018-2019 is one of reduced capacity as community mental health services are currently under a tender process.

Partnership development and participation has remained a hallmark of TMSG engagement through all programs(as listed). Partnerships have been critical in delivery of information and group sessions, participation in broad community events such as Mental Health Day, NAI-DOC, Living in Harmony, Refugee Week, the Community Action for a Multicultural Society, Leadership programs and Cultural Outreach to schools and communities are just some examples. Support and engagement with Community Leaders across new and established communities is critical to the success of outreach and education programs. Thank you to those established and emerging leaders.

Participation by volunteers and community groups has been so wonderful. The continuing support of individual volunteers, corporate volunteers (Telstra), Society of Saint Vincent De Paul, the Good Shepherd Ryan Community Centre, Mercy Community Services, the Mary McKillop Parish Office, school student is highly valued. Engagement of communities and business groups demonstrate participation in the ‘Settlement is everyone's business’ ethos. Assistance has included provision of goods and assistance prior to or soon after arrival. A special note of thank you to Jenny Bowmer...who has energised volunteer commitment.

TMSG has continued to develop relationships with networks and services that have a national and international mission as a means of ensuring that we understand the global forces that effect migration and displacement and that we are able to work collaboratively to influence local awareness and understanding. Work with Amnesty International, the SANTE group of medical students at James Cook



Inspired by Cultural Diversity

Supporters & Donors

- Aitkenvale Primary School
- Boots for Liberia
- Bright Horn of Africa Inc.
- 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
- Museum of Tropical Queensland
- National Disability Insurance Agency
- NQ Combined Womens Services Inc.
- NQ Domestic Violence Resource Service Inc.
- NQ Women's Legal Service
- On Bundock Services
- phn Northern Qld
- Qld Emergency & Fire Services
- Qld Health
- 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



TMSG Bicultural Support Workers

University, Settlement Council of Australia and the Refugee Council of Australia. TMSG has been named as one of three Australian partners with the UNSW in a program "Refugee woman: Key to the Global Compact for Refugees." Funded by Department of Foreign Affairs and Trade (DFAT), the program is aimed at improving international protection measures for refugee women and girls around the world.

TMSG successfully approached the Morris Family Foundation for funds to assist in promoting our organisation and we trust that this will assist in positioning TMSG to attract philanthropic support going into 2019/2020.

TMSG has continued to contribute to Student education...contributing as guest lecturers and forums at University and accepting students for placement experience, from James Cook University, TAFE College, Denmark and from local High Schools for work experience.

We look forward to a challenging year ahead that will test our capacity for innovation, partnership, lateral thinking and optimism. I am confident we can meet these challenges based on our principles and Mission.

Meg Davis

TMSG Manager October 2018.

Multicultural Women's Group Report

Themes of social participation and connectedness, economic participation and family values dominated the activities of the Multicultural Women's Group (MWG) throughout the year with an average of thirty-five (35) participants attending each gathering.. Participants attended included long term settled women who extend the hand of friendship and welcome to those women and some men who have recently arrived. The gatherings have a reputation for being interactive and quite noisy as people communicate across language barriers! Topics and activities have included:

- Presentations by a range of health professionals
- Market days for display of and selling of crafts, sewing items and jewellery
- Exchange discussions on life Skills: Cooking, Music, and Gardening,
- Emergency services instructions
- Living in Harmony and Safety
- Refugee Week Celebration
- Contribution to TMSG History
- 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 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.

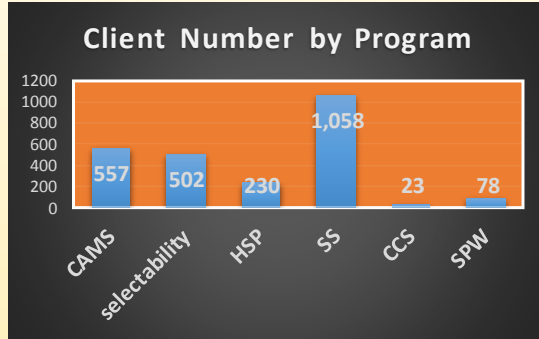
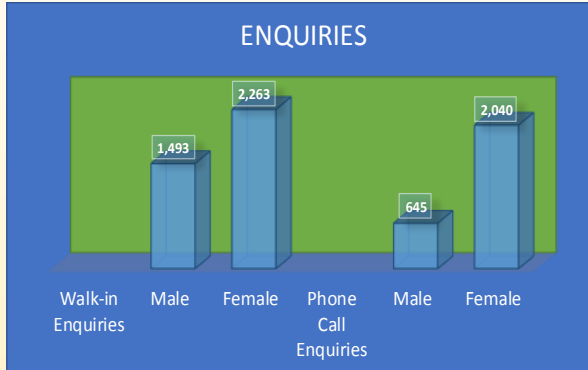
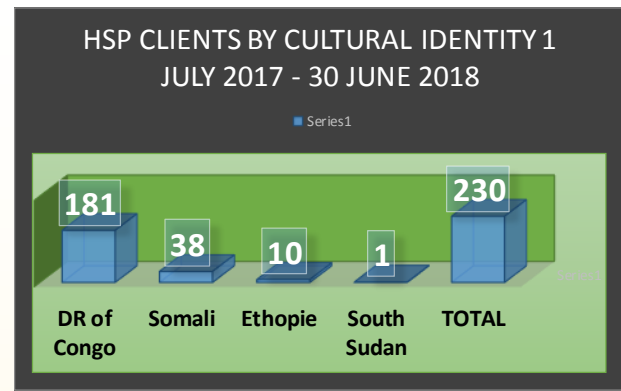
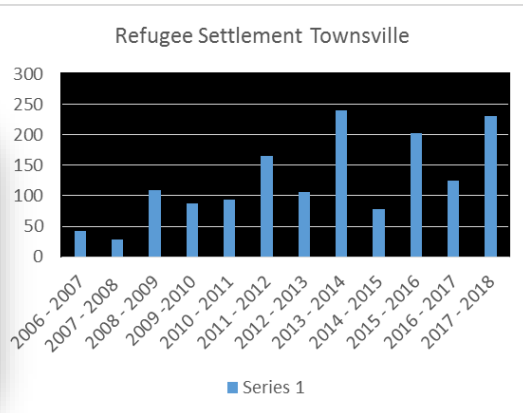
Johanna Kodoatie-Cahill, TMSG Multicultural Women's Group Coordinator

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2017-2018
Management Committee
 President: Rachel Montgomery
 Vice President: Mick McCabe
 Secretary: Danni Bruch
 Treasurer: Alan Carpenter
 Members:
 Linda Davis
 Graham Francis



- ◆ CAMS—Community Action for Multi-cultural Society
- ◆ Selectability (Mental Health Support)
- ◆ HSP - Humanitarian Services Program
- ◆ SS - Settlement Services



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Townsville Multicultural Support Group Inc.

PROGRAMS:

- >> Advocacy for Multiculturalism
- >> Settlement Services
- >> Multicultural Women's Group
- >> Community Education and Health Programs with external partners
- >> Brokerage of Bi Cultural / BI Lingual Support Workers

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www.facebook.com/tmsg.org.au, Instagram: tmsg_townsville

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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.



Australian Government
Department of Social Services

