



# The Hills Holroyd Parramatta **MIGRANT RESOURCE CENTRE**



**ANNUAL REPORT 2012**



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# CHAIRPERSON'S REPORT

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Members and friends of Community Migrant Resource Centre, I am pleased to present our Annual Report for this year.

I would like to begin by acknowledging the traditional owners of the land on which we meet and to pay my respects to their elders, past and present.

The sixteenth Annual Report of the MRC outlines the work done in the 2011-12 financial year. It also includes the audited financial reports which outline our financial position. As you read it you will find that the MRC is growing and prospering and that its financial situation is healthy and sound.

Perhaps the first thing you will notice is that the MRC has recently changed its name. This was a difficult decision for us, because we are proud of our history and our name. But we felt that the time had come for a new beginning and we are pleased that our new name keeps us focused on working with our communities. I think you'll agree that the old name was a little cumbersome and difficult to say. We hope you'll embrace our new name a clear reflection of our work and philosophy.

2011-12 was a busy year for us, and it is difficult to single out any highlights so I won't do that here. Instead, I refer you to the team reports that follow for details about the work that the MRC does with parents and children, with young people, with seniors, jobseekers and volunteers, with government and business. Our programs cover health, community participation, education, sustainability, community celebrations and cross cultural training.

On behalf of the Board, I'd like to acknowledge our staff who have worked with passion and commitment to meet our obligations to the community and our funding bodies. Our thanks go to Melissa Monteiro, the MRC's coordinators and all the staff for their achievements this year.

We would also like to thank our funders for the assistance they give to the MRC in its role of helping new communities in the complex process of settlement. We gratefully acknowledge their financial support for the MRC's programs. They include Department of Immigration and Citizenship (DIAC) NSW Family and Community Services, NSW Community Builders, Parramatta, Holroyd and Hills Councils as well as Guildford and Wentley Leagues Clubs.

There are about two hundred organisations on our list of supporting and partner agencies, far too many for me to mention here. You will find them mentioned elsewhere in our Annual Report. It is clear that the MRC is at its most effective when it is working with organisations and people with complementary skills. I extend our thanks to all those organisations for their work with us this year.

My thanks go to Melissa Monteiro for her excellent management, to the executive of the Board of Management, Nola Randall-Mohk, Renu Narchal, Jason Guest and Warren Schweitzer for their vision and leadership of the organisation, and to the Board for its wise governance of the MRC.

I am pleased to report that the MRC is achieving and growing. We thank you all for your continuing support.

**Terrie Gardner**  
*Chairperson*



*Julie Owens-MP, Oliver Dreyfus-Department of Immigration, Melissa Monteiro, Arif Nabizadah and performers at Harmony Day concert*

# EXECUTIVE DIRECTOR'S REPORT

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I am pleased to present the Annual Report for 2011-2012. The past year has been a challenging yet rewarding and successful one. Through this period the MRC has maintained its strong focus on providing settlement services with excellence. A strong focus was on community development and implementation of major funded programs such as the FNSW Early Intervention Program, Settlement Grants Program, Youth services, and the African sessional workers program.

The organisation as a whole has gone through a strategic development process. As a result of this strategic planning and review, a new position was created. Through this period the MRC has maintained its strong focus on the continued development and will trial the implementation of the integrated model of service delivery. Capacity building and mentoring community leaders and organisations has been a focus in the last year.

- The African Learning Circle brought together workers and leaders from the African communities. Over 150 African Community members attended these learning Circles and topics for discussion included Relationships and Child protection. Based on the success of this model we have now initiated the Community Learning Circle. Three such circle meetings have been held in Blacktown, Auburn and Parramatta with over 350 members participating. A review of the African Learning Circle was carried out and a report provided to the Department of Community Services.
  - The African sessional workers program, which is a state wide program, has been able to successfully reach out to over 300 families and assisted over 30 Community Service Centres. The program has conducted 15 information sessions in the region from Wagga to the Hunter and North Sydney to Bankstown. A dedicated team of 14 bi-lingual workers speaking over 19 African languages and dialects have assisted these families have a better understanding of living in Australia and Child Protection.
  - The Early Intervention and Perinatal program has reached over 200 children through the seven play groups in Holroyd and Parramatta. A total of 200 mothers have attended regular mothers groups in these areas. The following schools have actively supported the program and the following networks have been key to implementing FNSW strategy in this region.
  - The MRC has participated in the Families First Implementation group, Community Services MAC, PPP steering committee.
  - Play groups are conducted at Parramatta West Public School, Parramatta East Public School Playgroup, Parramatta North Public School Playgroup, Wentworthville Support Playgroup, CALD Families Support Playgroup in Merrylands, Sharing and Learning Playgroup in Granville, 82 children participated in the Readiness to School program, 58 Home visits were made and 89 parents participated in the Positive Parenting Program.
  - 30 parents attended the Circle of Security Parenting Program held in the Hills and Parramatta areas. 59 children attended School holiday programs organised in the year.
  - “Paint Parramatta Read” reading days were held in partnership with the Parramatta City Library and other partners. Over 100 children participated in the Reading Day.
- SGP** - the Settlement Grants Program is funded by DIAC. A strong team of over 14 SGP workers have provided services to the African, Indian, Afghani, Burmese, Karen, Middle Eastern and Chinese communities in this region. Outreach has extended from Bankstown to Auburn. The SGP is the largest program at the MRC. The SGP team has addressed the needs of over 3500 clients. More than 9000 referrals have been made to relevant services. 220 information sessions have been organised with an overall attendance of 3300 clients.
- The **HPMN** has grown rapidly in the last year. It has 54 registered providers in the Holroyd and Parramatta and catchment area and they attend the Network regularly. 36 attended the meeting in October. The Annual Community Services Expo is one of the outcomes of the HPMN.
  - “Rebranding the Refugee” – is also a HPMN Project that had **115** program participants and **100** attendees for the Refugee Week Media launch.
  - A total of 80 clients participated in the Ready! Set! Work! Employment Program.
  - Soccer is Life! & Unlocking The Trauma Program - 300 people attended this program over 24 weeks.
  - **570** people participated in the Census Assistance Program and a total of **38** information sessions were held.
  - The **Hills Multicultural Network** is convened by the MRC and has over **30** active participating members. Some of their projects are International Women’s Day attended by around **200** women, Refugee Week Forum attended by **65** services and community members and the Hills Cultural Festival which

has attendance in the hundreds and fosters social inclusiveness.

- **RAW** – Ready Arrive Work is an orientation and engagement program with students from two local schools to provide information and training as a pathway to further education and employment.
- The **Each-One- Assist-One Program** was completed in the last year. This was a partnership with the University of Western Sydney (UWS) to identify and target barriers that inhibit CaLD clients from engaging with pathways to employment, particularly those transitioning into the community sector. Mentors worked on inter-personal skills such as confidence-building, orientation to Australian work culture and communication skills. The program also offered education and training at UWS for CaLD students looking toward a community sector career. Additionally, through its Select Education Stream Program, the MRC assisted young adults and adults to source and apply for Scholarships or enter further education. – 150 job seekers were assisted with Employment mentoring during this time.
- **Sing Loud Dance Proud** – funded by DIAC through the DSCP. 100 participants were watched by a crowd of 700 people at the Harmony Day Concert held at the Riverside Theatre in March this year. 300 registered participants and artists were part of this program. Two youth team leaders have secured employment following their participation in this program. This program has been shortlisted for the Community Relations Commission “National Marketing Awards”.
- **Social Inclusion** - is funded through the Community Builders for three years. One of the major highlights of this program was the training delivered on Mediation, translation and interpreting for the community. A total 40 members completed these courses over these two day courses by SWI TAFE. These courses were customised using specialised interpreters and mediators to deliver the training.
- **The Fair Go Driving School was Funded by Wenty Leagues and Guildford Clubs, Parramatta Leagues through the CDSE** - 50 registrations to use the service.
- **SSI:** we are pleased to have an ongoing partnership with SSI (Settlement Services International). In the last year a total of 900 Humanitarian Entrants were provided with Settlement Services under this program. Accommodation was provided to 200 clients in the region. Parramatta continues to grow in Humanitarian entrant numbers.



*Dr Renu Narchal, Jason Guest, Melissa Monteiro, Warren Schweitzer, Terrie Gardner and Nola Randall-Mohk at the Prime Minister's community cabinet in Parramatta*



Melissa Monteiro  
attending Moon  
Festival 2011

**Integrated service delivery Model:** In the last year an Audit of our services was conducted. It was clear that we needed a more integrated model of Service delivery. Client data and client services needed an integrated approach. Focus in the last year was on leadership, connecting projects and developing strong teams within the organisation. The Board and staff were heavily involved in the restructure of the organisation. A core team was established with a view to implement the Integrated planning and Assessment team.

- **3E Enable Energy Efficiency** is a new program for CALD small and medium sized businesses and is funded through the Department of Climate change and Energy. The 3E program provides businesses with information and training on energy efficiency.
- **North Sydney Region:** In the last year, through our strategic planning processes, the Board decided to expand our services to the Northern Region of Sydney. Five staff are employed to deliver settlement services to the Korean, Chinese, Indian, Persian and Armenian communities in the region.
- DEEWR funded the MRC to update the Guide to Employment for Skilled Migrants. I would like to thank TAFE and State Training Services for their sharing their expertise in this area. This project could not have been completed without your support and participation.

**Other Highlights of the SGP program were as follows**

- 150 people attended the “Freedom from Fear” Refugee week celebrations
- 3 after school programs and Homework support
- 120 community members participated in the Leadership Programs held in partnership with Anglicare
- 30 people attended Volunteer Training



*Melissa Monteiro,  
guest speaker at  
the Lunar Festival  
celebrations*

- Driver education Program- 40 Afghan women participated women 10 weeks
- 500 people attended Harmony day& International women's day celebrations
- Supported Pathways to Primary Industry-

I hope that you find the 2011-12 Annual Report interesting and informative.

We look forward to another great year of great service to the region in 2013.

I would like to end by acknowledging and thank Chairperson Terrie Gardner for her vision, dedication and support. It has been an enriching experience for me in particular. Thank you to the Executive Committee Warren Schweitzer, Nola Randall Mohk, Dr. Renu Narchal and Jason Guest. Warren, I am truly grateful for the long and endless hours you have spent with us in the last year on the new structure and development of the Integrated team. To all members of the Board, I am thankful for your commitment and contribution to this organisation and placing your trust in me.

Thank you to Dijana Mackic for her high level management and administrative services to the organisation. The Integrated team and Coordinators Aurelia Rahman, Solomon Freeman, Phin Tang, Maeve Brown, Priscilla Engall, Uma Menon for their commitment, cooperation and shared vision for the organisation. To all staff, funding bodies, (Tim Morgan, Ozen Karanlik, Barbie Bates, Fatma Mohamed) local Councils and community partners a Big thanks.

I look forward to an absolutely outstanding year of achievements for the MRC in 2013, and I wish you all the very best!

**Melissa Monteiro**  
*Executive Director*

# ADMINISTRATION AND FINANCIAL REPORT

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The Hills Holroyd Parramatta Migrant Resource Centre continues to develop and expand the services it delivers to migrants in the Parramatta, Holroyd and Hills areas. The MRC continues to lease two shops at ground level which has allowed for greater promotion of the activities of the Centre and provides valuable office and program space for the Settlement Services International, Social Enterprise and employment support projects.

The ability of the MRC to provide quality core services that seek to meet the diverse needs of the community would not be possible without the partnerships and support from The Department of Immigration and Citizenship (DIAC), Family and Community Services and Settlement Services International. We also acknowledge the important contribution of the local councils and clubs: Guildford Leagues Club, Auburn RSL, Holroyd City Council, Parramatta City Council and The Hills Shire Council. The MRC continues to seek funding new sources in order to expand service capacity and continue to provide specific services in response to emerging community needs.

The Hills Holroyd Parramatta Migrant Resource Centre continues to emerging community organisations. In 2012 the “Let Me Tell It My Way: Human Rights Education through Narratives” project auspiced by our organisation and funded through the Attorney General’s Department for African Women Australia was successfully completed.

The MRC is proactive in ensuring funding is effectively spent with the Board of Management, the Executive Director and staff working together to ensure every dollar has maximum return. Additional funds are raised through Conference/ office room hire. This assists with the costs of maintaining the facility and also ensures the profile of our MRC remains high in the community.

In relation to the financial report please note:

- The Hills Holroyd Parramatta Migrant Resource Centre is in a financially sound position which is supported by the Audit Report.
- The Balance Sheet is strong which is reflected on the Balance Sheet with total assets of \$964 203 and total equity of \$434 477.
- The organisation continues to have a high level of liquidity available to meet financial obligations.
- DIAC continues to be the primary funding source with nearly \$1.2 million received in this financial year. These funds have supported 11 Projects through the Settlement Grant Program.
- The Department of Family and Community Services provided funding of approximately \$329 000 which continued to support 5 projects.
- This year the partnershipz with Relationships Australia was finalised.
- The Council and CDSE Grants have continued to allow MRC to implement new and specialised projects with a particular highlight being funding to purchase a vehicle to support the Social Enterprise Driving School Initiative. In addition funding from these sources has supported African Hope Diversity, Community Expos, Paint the Town REaD and Refugee Week activities.
- With regard to expenditure, wages and the cost of the facility continue to be our largest expenses but they also represent our greatest assets. There were 16 full-time, 12 part-time and 30 casual staff employed in financial year 2011/12. The accessibility of the facility and the commitment of the staff are key factors in the quality of service delivery the MRC offers the community.
- The strategic outlook is for continued growth and expansion of high quality, cost effective services which respond to identified and emerging community needs and are supported by best practice and sound financial management.

Thank you to Linda Marsonet, our bookkeeper, and the other staff who have provided assistance throughout the year especially admin team- lfrah and Wadiha.

Finally, I would like to thank, Terrie Gardner, Chairperson, Jason Guest, our Treasurer, Executive and Board Committee members and Melissa Monteiro, Executive Director for their ongoing support, mentoring and guidance.

***Dijana Mackic***  
*Admin & Finance Coordinator*

# BOARD OF MANAGEMENT

**Terrie Gardner**  
**Nola Randall-Mohk**  
**Jason Guest**  
**Renu Narchal**  
**Warren Schweitzer**

*Chairperson*  
*Deputy Chairperson*  
*Treasurer*  
*Secretary*  
*Staff Liaison Officer*

**Ajmer Singh**  
**Albert Jubian**  
**Andrew Ang**  
**Councillor Andrew Bide**  
**Ion Gluga**  
**Mehdi Arbabzadeh**  
**Neil El-Kadomi**  
**Olayide Ogunsiyi**  
**Augustine Okereafor**  
**Renee Acker-Sessions**  
**Safar Sarmed**  
**Susannah Tobin**  
**Umaru Binneh Conteh**  
**Banu Ranganadhan**  
**Kerry Nettle**

*Sikh Council of Australia*  
*Council of Australian Palestinian*  
*TAFE NSW*  
*Individual*  
*Australian Romanian Association*  
*Individual*  
*Parramatta Islamic Cultural Centre*  
*Individual*  
*Igbo Community Australia*  
*Wessley Mission*  
*Individual*  
*Individual*  
*El-Bethel Crusades*  
*The Hills Shire Council, ex-officio*  
*Parramatta City Council, ex-officio*



## *Remembering Michael Maghiaru*

Michael Maghiaru (1926–2011) came as a refugee to Australia after World War II to start a new life here. He was an active member of the Romanian community, being a member of the Australian Romanian Association (ARA) since its inception in 1951. He has continuously worked for the integration of Romanians in Australia representing his community at the Holroyd Parramatta Migrant Resource Centre and in various other refugee programs.

Through the 1990's Community Refugee Settlement Scheme, Michael has contributed to sponsoring a large number of Romanian political refugees to Australia. He has mentored members of the Romanian and other communities and assisted them with the process of integration into the wider Australian community.

He has been on the Board of the MRC in both member and executive positions. His tenure with the MRC has spanned from 1998 to 2010.

Michael Maghiaru was a very hard working person, sincere and honest and has always put service to the community first. He will be sadly missed by everybody who has known him.



*Ion Gluga receiving a certificate from David Elliott, Member for Baulkham Hills*



*Rene Acker-Sessions*



*Andrew Ang*



*David Elliot, Member for Baulkham Hills and Kerry Nettle, Parramatta City Council ex-officio*



*Ummaru Binneh Conteh*



*Ajmer Gill*



*David Elliot with Albert Jubian*



*Safar Sarmed*



*Terrie Gardner, Chairperson and Nola Randall-Mohk, Deputy Chairperson*



*Warren Schweitzer and David Weir, NSW Fire Brigades*



*Julie Owens  
MP, Warren  
Schweitzer,  
Prime Minister  
Julia Gillard, Dr  
Renu Narchal  
and Jason Guest*



*Warren Schweitzer,  
Jason Guest, Nola  
Randall-Mohk,  
Senator Kate Lundy,  
Melissa Monteiro and  
Dr Renu Narchal*



Wadiha and Conscla



Conscla, Melissa and Bhawani

# STAFF

**Melissa Monteiro**

**Mark Lack** (April–Sep 2012)

**Dijana Mackic**

**Linda Marsonet**

**Ifrah Mohamed**

**Wadiha Mouawad**

*Executive Director*

*Centre Manager*

*Admin and Finance Coordinator*

*Bookkeeper*

*Customer Service Officer*

*Office Assistant*

## Department of Immigration and Citizenship – DIAC – SGP TEAM:

**Aurelia Rahman**

**Bahram Mia** (since Aug 2011)

**Maeve Brown**

**Aidah Nakubulwa** (until Aug 2011)

**Ayan Makor** (since Nov 2011)

**Priscella Engall**

**Saw Aung Htut**

**Elizabeth Philipsz**

**Conscla Emilianus**

**Alham Ashiq** (since August 2011)

**Yuyang Su**

**Xiaobing Cai**

**Teresia Mwangi** (until Oct 2011)

**Achol Gai** (Nov 2011–Jan 2012)

**Acouth Acol** (since Jan 2012)

**Shantha Viswantahan** (until Sep 2011)

**Narayan Dhimal** (since Oct 2011)

**Arif Nabizadah** (since Aug 2011)

**Hela Jaffar** (since Nov 2011)

*Community Capacity Building Coordinator*

*Humanitarian Youth SGP worker*

*Community Development Officer-African communities*

*Community Development worker- African*

*Community Development worker- African*

*Community Settlement & Development Officer*

*Karen SGP Worker*

*Burmese SGP Worker*

*Tamil SGP worker*

*Afghan SGP Worker*

*Chinese SGP worker*

*Chinese group worker*

*African Generalist SGP worker*

*African Generalist SGP worker*

*African Generalist SGP worker*

*Indian Sub-continent SGP worker*

*Indian Sub-continent SGP worker*

*Family and Youth SGP worker*

*Middle Eastern SGP worker*

## Department of Family and Community Services – Community Builders

Phin Tang

*Social Enterprise Program Coordinator*

## Department of Family and Community Services – EARLY INTERVENTION TEAM:

Norma Boules

*Family CALD Worker*

Li Hua Chu

*Early Intervention Worker*

Biljana Kulic

*Early Intervention Worker*

Yasotha Pathamanathan

*Group worker*

Tabitha Ajak *(Feb–June 2012)*

*Group worker*

## Department of Family and Community Services – Parra East project

Nancy Chu

*Playgroup worker*

## Department of Family and Community Services – AFRICAN SESSIONAL PILOT PROJECT

Solomon Freeman

*African Sessional Project Coordinator*

Ajak Tabitha

*African Sessional Worker*

Amer Achiek

*African Sessional Worker*

Amou Job

*African Sessional Worker*

Anthony Bee-Conteh

*African Sessional Worker*

Anthony Deng

*African Sessional Worker*

Atem Atem

*African Sessional Worker*

Chibalonza Malula

*African Sessional Worker*

Elizabeth Gezahegne

*African Sessional Worker*

Emmanuel Msafiri

*African Sessional Worker*

Getahun Desta

*African Sessional Worker*

Gloria Marcella Johnson

*African Sessional Worker*

Liliane Lukoki-N'Gengu

*African Sessional Worker*

Monica Biel

*African Sessional Worker*

Naima Abdullahi

*African Sessional Worker*

## Hills Outreach Office:

Mary-Rose Leona *(until May 2012)*

*Hills-Interconnect Project worker*

## RAPS Team:

Arige Sukkarieh *(until Nov 2011)*

*Bi-lingual Family Support Worker- Arabic*

Ayan Makor *(until Nov 2011)*

*Bi-lingual Family Support Worker- Dinka*

Alham Ashiq *(since Aug 2011)*

*Bi-lingual Family Support Worker- Dari*



*Lilianne- African Sessional Worker*



*Alham and Su*



*Elizabeth and Ifrah*



*Nancy Mei – Lee Chu, Parra East playgroup worker*



*Maeve, Bijana and Aurelia*



*Hela and Ifrah*



*Xiaobing and Su*



*John Dor, Maeve, Aurelia, Ayan, Dijana and Ifrah*

## CDSE Holroyd Funding – Human Rights:

**Bhawani Loganathan** (*until June 2012*) *Tamil group worker*

## Customer Service Officer – Casuals

**Elizabeth Mateo**  
**Martha Lusiana**

## Casual Community Workers:

**Alia Bakht Noor** (*until June 2012*) *Community worker*  
**Yue (Alice) Fang** (*Feb–June 2012*) *Community worker*  
**Mary Mamour** (*Feb–June 2012*) *Community worker*



*Elizabeth Philipsz*

## DIAC Social Inclusion and Participation Grant – Sing Loud Dance Proud Grant

**Daniel Tha Nya** (*until June 2012*) *Youth Team Leader*  
**Farzana Nazari** (*until June 2012*) *Youth Team Leader*  
**Krishan Rajaratnam** (*until June 2012*) *Youth Team Leader*  
**Peter Ajan Padiet** (*until June 2012*) *Youth Team Leader*  
**Whitney Tavui Leota** (*until June 2012*) *Youth Team Leader*



*Staff, Settlement Services International, Whitelion and AWAU*



*volunteer, Solomon, Arif and Narayan*



*SLDP Team Leaders with Oliver Dreyfus, NSW Grants Manager & Paul Farrell, Australian Global Manager DSC DIAC*



*Sydney Alliance Training*



*Staff members with Cheryl Webster, Anglicare*



*Staff with community members at Harmony Day Emergency Services Workshop*



Heather Smith  
JOBQUEST & Ida  
Consalvo PENDLE  
HILL HS CAREERS  
ADVISOR partners on  
RAW program

# FUNDING BODIES, NETWORKS AND PARTNERSHIPS

*The Hills Holroyd Parramatta Migrant Resource Centre would like to thank the following organisations and individuals for their support this financial year:*

## Funding Bodies

- Department of Immigration and Citizenship (DIAC)
- Family and Community Services - Community Services
- Community Builders (administered by Community Services)
- Parramatta City Council
- Holroyd City Council
- The Hills Shire Council
- Guildford Leagues Club
- Wentys Leagues Club

*Fitted For Work working with us on RAW program with Pendle Hill HS*



*Clorinda from Parramatta LAC partner on Road Safety Project*



## Supporting Agencies and Partnerships - Government

- Westmead Hospital and Centre for Newborn Care
- Parramatta East Public School
- Parramatta West Public School
- Parramatta North Public School
- Chester Hill High School
- Pendle Hill High School
- Miller, Fairfield and Holroyd High Intensive English Centres (IEC)
- Granville South High School
- Greystanes High School
- Westmead Public School
- Castle Hill High School
- Ironbark Ridge Public School
- Ngroo Preschool
- The Cottage Preschool
- SIDS and Kids NSW
- Save the Children NSW
- Karitane
- Arthur Phillip High School
- Holroyd High School
- Parramatta High School
- Macarthur Girls High School
- Open Training and Education Network (OTEN)
- Office of Environment and Heritage
- Kidsafe NSW
- Roads & Traffic Authority (RTA)
- Attorney General Department of Justice
- Navitas
- Legal Aid NSW
- NSW Police
- Federal Police
- The Department of Education
- University of Western Sydney
- Traumatic Stress Clinic (Westmead Hospital)
- Australian Bureau of Statistics
- The Department of Employment, Education and Workplace Relations
- NSW Office of Communities
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- Independent Commission Against Corruption (ICAC)
- NSW Refugee Health Services
- KU Children's Services
- NSW Ombudsman Office
- Macquarie Legal Centre
- The Human Rights Commission of Australia
- NSW Emergency Services
- AMEP Counselling Service
- Holroyd CALD Consultative Committee
- STARTTS
- Holroyd City Council
- Parramatta City Council
- Rouse Hill Community Centre
- The Hills Shire Council
- The Hills Community Centre
- Department of Human Services
- Western Sydney Area Health Service
- Department of Immigration and Citizenship
- Fair Trading NSW
- State Training Services
- Granville TAFE Outreach
- Local Area Commands: Merrylands, Parramatta, Rosehill, Granville
- University of Sydney
- University of New South Wales
- University of Adelaide
- Flinders University
- UTS
- SBS
- Australian Film, Television and Radio School
- Department of Housing
- AMES Employment
- Job Quest
- Wise Employment
- GAS Apprenticeships and Training NSW
- Transcultural Mental Health
- State Library NSW
- NSW Rugby League
- Westmead Hospital

## Supporting Agencies and Partnerships – Community Organisations

- Community Health Centres in Parramatta and Holroyd
- Wentworthville Youth Centre
- Josephite Community Aid
- Boronia Multicultural Services
- Relationships Australia
- St Vincent De Paul
- Anglicare
- Community Christ Church
- Together for Humanity Foundation
- The Federation of Football Referees
- Western Sydney Tenancy Service
- Holroyd Parramatta Family Support
- The Big Issue
- St Anthony's Family Care
- Mission Australia
- Fitted for Work
- Parramatta Community Justice Clinic
- Parramatta Young Christian Workers
- Family Relationship Centre
- Tri Community Exchange
- Family Practice
- Catholic Care
- Red Cross
- Settlement Services Intl
- Diverse Community Care
- Parramatta Health Multicultural Access Committee
- Harris Park Community Centre
- Community Health Services (Hills, Merrylands, Parramatta)
- Wesley Mission
- Rouse Hill Families Connect
- Granville Multicultural Community Centre (GMCC)
- Immigrant Women's Speakout Association
- Cumberland Women's Health Services
- Mile End Community Church
- Holroyd Parramatta Multicultural Network (HPMN)
- Hills Community Aid and Information Service
- Hills Multicultural Network (HMN)
- Baptist Community Services
- Bears of Hope
- Miracle Babies
- Ku Children's Services
- Community Resource Network (CRN)
- Karabi Community Development Services
- St Michael's Family Centre
- Glenhaven Community Centre
- Gandhi Outreach Programs
- The Smith Family
- Auburn Diversity Services Inc
- Syd-West Multicultural Services
- Metro MRC
- Parramatta Leagues Club
- Community Relations Commission for NSW
- Family Worker Training + Professional Development
- Refugee Council of Australia
- Ethnic Communities Council (ECC)
- Lions Club of Parramatta
- Woodville Community Services
- Western Housing for Youth
- Western Sydney Community Forum
- Dundas Neighbourhood Centre
- Inspire Community Association
- Aerialize Circus Theatre
- Granville Kewpies Soccer Club
- Uniting Care Burnside
- Vibe
- Youth off the Streets
- Two Blue Rugby Union
- Scouts NSW
- MacDonalds
- Coles

*SIL partners -Football Federation of Australia Referees with volunteer lines people*



## Ethno-specific Community Partnerships

- Australian Korean Welfare Association
- Technocrats Association of Australia Inc
- Asian Welfare Centre
- Australian Hindi Indian Association
- Chinese Australian Services Society
- The Sikh Council of Australia
- Consortium of Tamil Associations
- Catholic Association of Sydney Tamils
- South Sudanese Football Association of NSW
- The Association of Bhutanese in Australia
- Kateb Hazara Association
- Hazara Vision
- Guinea Community Association
- Association of Southern Sudanese and Other Marginalised Areas
- New Sudan Youth Association of NSW
- El-Bethel Crusades
- Karen Association of Australia
- Karen Youth Organisation
- Rumbek Women's Group
- Zimaid
- Aweil Community Association
- Igbo Community Australia
- Chaldean Association
- Rwanda Association of NSW
- Hazara Council of Australia
- Dinka Jieng Association
- African Women's Group
- African Women Australia
- Twic Mayardit Youth Association
- African Diversity Council of Australia
- Australian Tamil Broadcasting corporation
- African Hope and Diversity Group
- Skidrow- Sierra Leone Radio
- Bhar al-ghazal Youth Union
- Nepalese Granville Soccer Club
- Rumbek Youth Association
- Radio Sudan
- Bor Women's Association
- Bor Community Association
- Afghan Australia Youth Network of NSW
- Ethiopian Community Association
- Tamil Women's Development Group
- Sierra Unite
- Federation of African Communities Council
- Dinka Literacy Association
- Australian Ethiopian Association
- Iranian Community Organisation
- African Communities Council
- Darfur Association
- Congolese Association of NSW
- Duk Community Organisation
- Sudanese Association of the Lost Boys
- Upper Nile Regional Youth Association
- Nigerian Association of NSW
- Edo Association of NSW
- Odua Association of NSW
- Abyei Community Organisation
- Association of Liberian Communities
- Ghan Lighthouse Institute
- Friends of Sierra Leone
- Zimbabwean Community Association
- Indian Arts & Film Association
- SEVA Inc

*Julianne Elliott from Legal Aid working with us on the RAW program with Pendle Hill HS students*



# OUTREACH ORGANISATIONS

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- Affordable Community Housing
- African Women Australia Inc
- Australian Korean Welfare Association
- Settlement Services International
- Special Children Services Centre
- Whitelion

*Settlement Services International Team*



# VOLUNTEERS

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## **Migration advice:**

Amanda Kirkpatrick

## **Tax help:**

Michael Perry

## **Reception volunteers:**

Hagsha Nadry  
Leila Zavari  
Mariem Tokh  
Luthbertha Lipapai

## **MRC Driving school:**

Sharokh Sobhani

## **Tamil SGP Project**

Sribhairavy Manogharan  
Atchana Santhirathas

## **Family and Youth SGP project:**

Farzaneh Niknejad  
Narges Ghorbanvand

## **Indian Sub-continent SGP project:**

Chrysanthe Fernando

## **Generalist SGP project:**

### **Volunteers:**

Akol Malek  
Awen Matian

### **Student placements:**

Bing Malek  
Noel Yandamutso  
Musinbwa Elongo

## **Assist one project:**

Natalija Strbac  
Osbertyang Oduch  
Dinaz Rather  
Alfonso Agbulos  
Souraya Mahdy  
Courtney Vidot  
Vanessa Clifford  
Summer Eunung Jo  
Mohamed Omar

## **Soccer is Life project:**

Abraham Ajok

## **Sing Loud Dance Proud project – DSCP**

Sohgra Foladi

### **Chinese SGP project:**

Ann Coupland – teacher of English classes for Chinese community  
Estelle Rae  
Monalisa Grover  
Thelma Wo  
Doris Smith  
Lynette White  
Beverly McWilliam

### **African Generalist SGP project:**

Areige Aboumtoic

### **Middle Eastern SGP project:**

Husham Al-Kinani  
Sara Hayeri  
Maha Ismaeel

### **Community Capacity Building SGP project:**

Ramesh Baniya

### **Early Intervention Project**

Kirithavan Mythili  
Chrys Fernando

### **Social Inclusion and Participation – Community Builders project:**

Lesley Unsworth



*SLDP Volunteer - Soghra Foladi (on right) with Nasrin*

# SETTLEMENT GRANTS PROGRAM REPORT

*The SGP team of the MRC comprises the following workers: Aurelia Rahman, Priscella Engall, Maeve Brown, Ayan Makor, Elizabeth Philipsz, Saw Aung Htut (Victor), Conscila Emilianus, Acuoth Acol, Yuyang Su, Xiaobing Cai, Alham Ashiq, Hela Jaffar, Narayan Dhimal, Achol Gai, Alia Bakht Noor and Alice Fang.*

The Settlement Grants Program (SGP) is funded by the Department of Immigration and Citizenship for services which help newly arrived migrants, refugees and humanitarian entrants become self reliant and participate equitably in the Australian society as soon as possible after arrival. The provision of services is done under three service types: orientation to Australia, community development and integration. During the past year, the SGP Team continued to have a significant impact on the individuals and communities with whom they are working, initiating and delivering much needed community projects, addressing issues of access and equity and working towards integration of the newer communities into the broader fabric of the Australian society.



Chinese  
Community  
Morning Tea  
at Hornsby  
PCYC

Increased awareness of issues affecting refugee and migrant communities has been created in the wider community and relevant service providers became aware of various refugee groups, their settlement issues and learnt how to better engage with the various groups for enhanced service provision.

**During the 2011-2012 financial year, the SGP team has addressed the needs of around 3,600 clients and made over 9000 relevant referrals to appropriate services. More than 220 information sessions and forums have been held during the past year. Approximately 3300 newly and recently arrived migrants participated in information sessions, support groups and other activities organised by the various project workers.**

A number of issues were identified and addressed by the SGP team through casework and group activities during the past year. These issues included: English language proficiency, lack of affordable and appropriate housing, gaps in education, barriers to employment, recognition of overseas qualifications, Australian work culture and experience, legal issues, safety and violence prevention, budgeting and financial assistance, understanding Australian culture and systems, family relationships, inter-generational conflict, isolation, accessing mainstream services and activities as well as support with community development and sourcing of funding for projects.

The capacity building project endeavoured to develop strategies and generate leadership within the target communities to ensure the ongoing involvement of the communities in identifying, addressing and resolving issues that affect them through the development and implementation of appropriate projects.

The SGP team works with mainstream, community, government and private agencies to increase their knowledge and understanding of the experiences of people from a refugee and migrant background. This is done by educating and raising awareness about the diversity of the community and how to increase access to services for people from CALD backgrounds.

The MRC's SGP projects are based on building and sustaining community leadership, participation and shared community vision.

The MRC convenes the Holroyd Parramatta Multicultural Network and the Hills Multicultural Networks. The SGP workers participate in key regional multicultural networks, inter-agencies, forums and service planning committees to provide input and feedback.

The projects that the SGP team was involved in during the past year are numerous and comprise a large range of activities. We would like to present some of the highlights of the projects and initiatives taken during the past year:

*African Families Camp*



*Karen Refugee Week Event*



*Tai Chi Classes for New Arrivals*



## Facilitating Leadership and Community Engagement

**Leadership Skills trainings** have been conducted during April-May 2012. The training program focused on understanding leadership within the community context, styles of leadership, communication skills, advocacy, and networking. The course has provided the participants with the tools to understand how best they can assist their communities and provided educational pathways into TAFE to study

*Karen Volunteers at Old Guildford Public School*



*Horticulture Gardening Workshop for Chinese New Arrivals*



*Leadership Workshop for Dari and Farsi Speaking Communities*



community welfare. This project was a joint partnership with Anglicare and Granville TAFE Outreach.

**How to Get that Grant** training session in partnership with Anglicare to assist small community organisations with project planning in direct response to identified needs, formulating work plans and sourcing funding. 24 people participated.

**Gaining Skills, Building Confidence** – a series of social inclusion classes and training sessions held at Learn2 in Rouse Hill were attended by community members from newly arrived communities.

**Leadership and Volunteer Training Program.** The objectives of the training were to equip participants with knowledge and understanding of what it means to be a volunteer, settlement services, needs and issues of communities, how to work with individuals and how to make effective referrals to relevant services.

**Soccer Is Life Program!** Partnership with Holroyd City Council, South Sudanese Football Association of NSW and Australian Soccer Referees Federation. SIL was a 3 month round robin soccer tournament for youth-at-risk from Sudanese and other marginalised communities (including Afghan, Lebanese, Iraqi) living in Western Sydney. Twelve teams registered to play, with players aged 17 – 24 yrs of age. This soccer engagement program enabled us to reach over **150** young people and keep them focused on positive, life affirming, healthy activities every weekend for three months. Key outcomes: Youth Volunteer Coordinator of the program was a finalist in the Zest Awards – Category – Outstanding Youth Leader – and also appeared in a play at Riverside Theatre - Four Lives of Ronaldo Abok.

**The Chinese Community Garden** has started in June 2012 at Wentworthville Community Garden. Participants' knowledge and skills have been increased by Horticulture Gardening Workshops.

The Karen SGP Worker has helped to support and train **10 Karen volunteers to work in the garden at Old Guildford Public School**. The volunteers helped with the school's vegetable garden, including: weeding the garden plot, building vegetable garden beds using bricks and wheel barrowing/carrying mulch and soil into the garden.

**Unlocking the Trauma Project** - Partnership with Traumatic Stress Clinic at Westmead Hospital / UNSW - Engagement project based around building a relationship between the psychologists at the clinic and hard to reach communities, such as the Southern Sudanese and the Afghans, in order to assist people at risk of mental health problems post-trauma and develop culturally appropriate treatments for unresolved torture/trauma symptoms and complicated grief. 6 workshops and mapping programs held with communities.



*Burmese Advisory Committee Meeting*



*Anzac Day Presentation at Parra HS following Unlocking The Trauma program*



*Computer Classes for Chinese New Arrivals*



*Volunteer Training Session*

*SIL Team VS Australian Schoolboys*



*Referee with Soccer Is Life's -Abraham Ajok*



## Youth Mentoring Programs

**The African Youth Mentoring Group** has been running concurrently with the basketball outreach program in Granville since the start of 2012. The aim of this group is to engage socially disconnected youth and create an avenue where they can find workers with whom they can build trust with. The mentoring programs are informal one-on-one and sometimes group/team mentoring. The program also links young people to mainstream competitions and other opportunities for sporting development.



*Basketball Tournament*

**A Homework Support Program** has been established as a result of consultations with Karen parents and community elders regarding how to improve their children's education and parenting practices. For this semester, the "Homework Support Program" for Karen High School students started on 13 February 2012 at Woodville Community Centre, Villawood. There are 30 regular participants and currently there are 4 volunteer teachers teach every Monday from 4pm to 6pm.



*Villawood Homework Support Group*

*Basketball Stars Awards Dinner*



## Employment, Education and Training

**An Understanding Budgeting and Financial Accountability** training session was held in partnership with Anglicare for community leaders from small community organisations in order to increase their understanding of financial accountability and governance.

**A Creating Career Pathways** course was organised for people who recently came to Australia having different qualifications from overseas. The aim of the workshops was to equip recently arrived migrants and refugees with knowledge of the education and employment system in Australia and to assist them with recognising their overseas qualifications. The course was organised in partnership with Granville TAFE from 3rd May - 28th June.

**Empowerment through Employment Workshops** were run at the MRC in partnership with WISE Employment and Borenia Multicultural Services. These workshops were highly motivating and assisting jobseekers with interview techniques and presentation strategies.

**Census Assistance Program.** *Partnership with the Australian Bureau of Statistics.* Recruited 12 bilingual workers to run **38** information sessions for communities from Afghanistan, Burma, South Sudan, Sierra Leone, Bhutan, India, China & Korea.

**Each: One: Assist: One Employment Assistance Program -** *Partnership with University of Western Sydney- Psychology Dept.* Project assisted with job seeking, collected research data on employment barriers affecting newly arrived refugees and provided cultural competency training for those moving into the community sector. Overall 10 students (from countries including Uganda, Egypt & Iraq) assisted 100 clients.

**RAW (Ready, Arrive, Work).** *Partnership with Dept of Education, Pendle Hill HS, Job Quest, With support from Parramatta Eels, McDonalds, Coles, Fitted For Work, PCC, Apprenticeships & Training NSW.* Five day transition and orientation program for students and engagement program for parents, to look at education and employment pathways for at-risk refugee students. 13 students enrolled. Topics covered included: assessing employability skills, goal setting, resumes, face to face interviews practice with MRC and PCC staff, Healthy Lifestyles program with Parramatta Eels educator. Fitted For Work ran program on job interview clothing, Union on rights and responsibilities in the workplace, Apprenticeships NSW

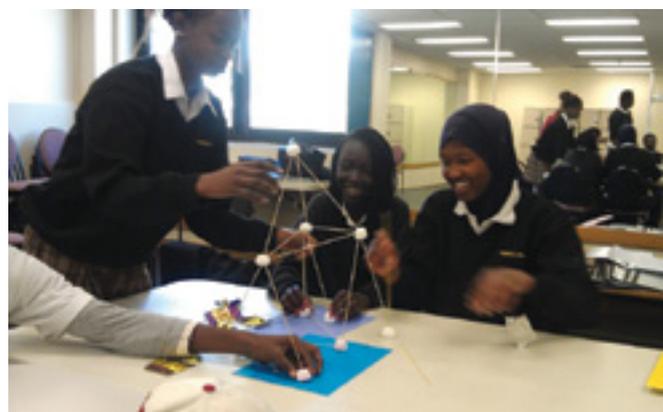
**Welcome To My Neighbourhood Orientation Program.** *Partnership with Navitas.* Three programs were run over two days with over 250 students participating. MRC services and projects were showcased by bilingual staff for the new arrivals.



*Participants for Welcome To our Neighbourhood with Navitas*



*Welcome to Our Neighbourhood participants*



*RAW Project Participants*



*RAW Project Workshop*



*Driver's Knowledge  
Test Workshop*



*Employment  
Information  
Session*

## Community Education Programs

The **Community Learning Circle** is coordinated by the MRC in partnership with Families & Community Services and other community service providers in Western Sydney. This year the project broadened its target audience from African communities to include all newly arrived the communities. The project continues to provide an opportunity for people from different communities, community services and other service providers to meet and discuss issues relating to child protection and the wellbeing of children, young people, their families and communities.

Over 150 people, from a variety of cultural backgrounds, participated in the Learning Circle during 2011-12, including service providers and community members from Afghanistan, Iran, Sri Lanka, Sudan, South Sudan, Liberia, Sierra Leone, Pakistan, Iraq, Bhutan, and China.

This year the Learning Circle has met three (3) times to discuss the following topics: **“Raising Healthy Families: How Women can Strengthen their Families”** (hosted by THHP MRC, facilitated by Dr. Olayide Ogunsiji and Parramatta CSC), **“Raising Healthy Families: Accessing Health Services”** (hosted by THHP MRC, facilitated by Refugee Health Services & Fairfield/Liverpool Newly Arrived Youth Health Clinic), and **“Parents and Young People – Let’s Talk”** (hosted by SydWest MSI, facilitated by Relationships Australia.)

The sessions focused on child protection, how to better support families and children, overcoming barriers to accessing services, particularly health services, roles and responsibilities within the family, intergenerational conflict, and communication strategies. This year the Community Learning Circle was co-facilitated by Atem Atem, Emmanuel Masafiri, Alia Bakht Noor, Alice Fang, as well as staff from MRC and SydWest Multicultural Services Inc.

The **Health Education Program** was organised for clients from the Indian Subcontinent. The program focussed on dental health, as well as having a balanced diet in order to improve the health and wellbeing of all age groups. The aim of organising the program was to instil good eating habits at home in order for children to learn these habits from parents.

**Australian Citizenship Classes** were held every Saturday at the MRC during 2011-12 and were regularly attended by 20-30 people. The classes covered Australia’s systems of government, Australian culture, Australian History and specific questions that may be covered by the Citizenship Test. A number of participants have since passed their Citizenship Test.

**Burmese Books Collection at the State Library** – community development project initiated by the Burmese community and assisted by the NSW State Library. The Burmese SGP worker has led this community development project and engaged the Advisory Committee and the State Library in a productive dialogue about a new Burmese book collection.



Australian Citizenship Class



Australian Citizenship Class Participants



Community Learning Circle March 2012



Community Learning Circle Meeting November 2011

## Learning New Skills, Improving English

**Road safety workshops for Tamils** were held in partnership with Parramatta Police Local Area Command.

**Stress Management** for the Tamil women's group – partnership with Cumberland Women's Health. Participants learnt about strategies to reduce stress when dealing with difficult situations in their lives.

**Social inclusion classes** were run at MRC for new arrivals from Afghanistan, Iran, Iraq, Burma, China. These classes improved their understanding of the way of life in Australia and assisted with improving communication skills to use in everyday life. These classes have been ongoing and paved the way for integration into the wider community.

**In charge of My Money** – financial management workshops run for various communities in Toongabbie and the Hills. Partnership project with the Financial Literacy Project of Wesley Mission.



*Parramatta English Classes for Chinese Community*

*Castle Hill English Classes for Chinese New Arrivals*



## Capacity Building Initiatives

**The Law and You!** – partnership project with Hazara Council of Australia, Federal Police, NSW Police, Holroyd HS, Chester Hill High School, and UnitingCare Burnside. This was a law awareness raising event to deliver information on key issue areas such as laws pertaining to people smuggling, youth – state laws relating to local crime such as carrying weapons / assault and shoplifting. The event was well attended by over 200 Afghani families.

**Gaining Knowledge, Building Confidence** – a series of free workshops to create awareness about services available and build confidence in accessing them. Workshops on the following topics have been run at Learn2, Rouse Hill Town Centre: Making Money out of Your Hobby, Starting a Small Business, The Law in Australia, Know Your Consumer Rights, Staying Healthy and Happy. Each workshop was attended by between 8 to 12 people.

**Community Services Expo** – held at Parramatta Town Hall on the 19th of October 2011 brought together over 40 services that showcased information on services and projects. This was a partnership project stemming from the Holroyd Parramatta Multicultural Network and spearheaded by the MRC's capacity building project. Five workshops were also run concurrently on topics of interest to the wider audience such as housing, welfare support, health, social enterprise, safety.

**Families Creating a Better Tomorrow** – a series of workshops addressing the information needs of families with young children in the Hills area have been run during the last financial year in partnership with Hills Community Aid and Sydwest Multicultural Services. Four sessions were run and were well attended by families with young children.



*Presentation Skills Training 2012*



*Community Services Expo 2012*



*Hills Refugee Forum 2012*



*Cultural  
Celebration in  
the Hills*



*Leadership Training 2012*



*CPR Training for Chinese volunteers at Sydney Technical Institute*

### Information Sessions

There were a large number of information sessions delivered for various target groups on: accommodation, education and training pathways, understanding the Australian school system, how to fill out census forms, basic computer skills, access to legal services, understanding Australian culture and customs, sustainable living, young people and the law, understanding the role of the police, child protection, sports/education pathways, employment, financial management, sexual health, women's health, negotiating consent, alcohol & drug issues, discrimination, intergenerational issues, nutrition, sustainable living, safety, preparing for funerals, tenancy, consumer rights, women's health, the aged care system, health services, family relationships, road safety, fire safety, home and community care, volunteering, citizenship and other life skills sessions.

A number of women's health information sessions were delivered as well to assist women better understand ways to have regular check-ups as a prevention measure. As a direct result of these information sessions, women have followed through with breast and cervical screening checks.



*Cancer Council Morning Tea with the African Women's Support Group*



*DV, Health and Family Relationships Workshop*



*Dental Health Info Session*



*Healthy Lunch Box*



*African Families Camp Workshop*



*Housing Information Session*



*Orientation to Australia Series II - Harmony Day*



*Relaxation Workshop*



*Cancer Council Morning Tea with the African Women's Support Group*

## Support Groups

Support groups provide excellent opportunities for women and other vulnerable groups to improve their skills support, each other and learn more about services available and employment opportunities.

**The Dari and Farsi Support Group** met on a regular basis at THHPMRC with the aim of addressing social isolation and social support. The group was made up of participants that were a combination of new arrivals, as well as those who have lived in Australia for a few years, so the newly arrived participants could learn from those who have lived longer in Australia and they could learn from their re-settlement experiences. As result of these regular sessions, the community members could find out about the activities/events that were taking place in their own ethnic community, as well as the broader community and participate in such event or activities.

**The Merrylands Women's and Children's Support Group** continues to meet every Friday at the Merrylands Community Centre. The group is made up of Hazara mothers and children, who meet to build their English skills, get help with their homework, learn life skills and information about local services, and participate in cultural and religious education. The group is regularly attended by 40-60 community members.

**The Sudanese Women's Support Group** met on a monthly basis and was attended by 10-16 women. The group focused on providing a space for women to meet and talk about settlement issues, specifically relating to family, education, English classes, employment, housing and social support.

**The Multicultural Sewing Group** was run in partnership with the MRC Social Enterprise Project and Granville TAFE Outreach, with the aim of improving women's sewing skills, preparing them for work and providing information on starting a small business. The classes were held weekly and were attended by 14 women.

**The African Women's Sewing Group** was run in partnership with Anglicare and met weekly during 2012. The group was attended by 15-20 women and focussed on providing social support, reducing isolation, providing access to information on services and teaching beginners level sewing skills.

**The African Women's Support Group** was an eight week program aimed to bring African women together and run a series of workshops as well as to teach them general handcraft work. The workshops were delivered by MRC workers, FaCS workers and health workers. Topics including, Communication, Conflict Resolution, Parenting, Stress & Anxiety, Relationship, Personal Health & Safety and Life Skills.

**Parents Support Group Meetings** were held on November 2011 in partnership with Pendle Hills Public School, St Vincent De Paul, and The Hills Holroyd Parramatta MRC. The SGP worker arranged meeting between teachers at Pendle Hill Public school and parents/grandparents of newly arrived African refugee students to discuss issues students are facing at school and to find out what support they and their parents/guardians need.

*African Women's Group*



*End of the year Party for Mothers at Baulkham Hills*



Out of these meetings, the school has decided to provide homework support to their children with the help of St Vincent de Paul on Wednesday s after school. During these times, parents also received Basic English classes. They also learnt about other relevant settlement services e.g. THHPMRC and what services they can access. The African Generalist Worker will continue to be involved with this group of parents and will look at running further info sessions in the 2012 School Term.

**The Holroyd After-School Soccer program** is a program run in partnership with Football United, every Tuesday after school from 3 – 4:15pm. It provides students with the opportunity to engage in organised training sessions, promotes health through physical activity, provides a space for cross-cultural interaction and social participation to occur, and also gives students the opportunity to take advantage of future leadership workshops, coaching courses and leadership camps provided by partner Football United.

**The Pendle Hill High School Girls Group** program was run every Tuesday afternoon for a group of about 15 students over 2 terms, and still continues to run. The aim of the program was to encourage physical activity amongst young women, cross-cultural participation, and to provide them with a safe area in which to express themselves and learn new skills. This was done through running self defense, aerobic and art classes, in the form of the Brazilian martial art Capoeira, Zumba and Hip-hop dancing.

**The Tamil Mothers’ Group** met every Wednesday during the past financial year to learn different skills (cake icing, sewing, flower making, invitation card making, healthy lunch box ideas, etc). Between 12 to 14 mothers attended each session.

**Hills Multicultural Women’s Support Group** – organised jointly by Sydwest Multicultural Services and the MRC to address issues of social isolation, parenting and life in a new country.

Multicultural Women’s Sewing Group Participants



Multicultural Women’s Sewing Group



Pendle Hill High School Capoeira Participants



Social Enterprise Session - Sudanese Women’s Sewing Group



## Forums & Events

**Immigration Forum at Parramatta Town Hall.** Partnership with UWS School of Law/Community Engagement Dept, Parramatta Community Justice Clinic, DIAC, Dept Justice Attorney General and Parramatta City Council. The Forum addressed a number of pressing issues which hinder the full settlement of refugee communities. Settlement issues discussed included: mental anguish experienced through prolonged separation from loved ones overseas, confusion about the migration process, the role of the UNHCR and the decision making process with offshore visa applications and lack of knowledge about pro bono assistance that is available in Parramatta.

**A Refugee Week Event** for students, parents and community members was held at Villawood Senior Citizen Hall on 18 June. It was jointly organised by the MRC and Woodville Community Service. More than 80 people attended. The MC for the event was Saw Peter Htoo and the event included a welcome to country by Uncle Greg Simms, opening remarks from Pam Batkin, Executive Officer – CWS, and speeches from Naw Bee Law La and Mr. Mallam Sankoh from Chester Hill High School. The homework students' preformed traditional dance and showed a short documentary called "Raging Forest."

**The Refugees in Focus Forum** was held at the Holroyd Centre in partnership with Holroyd City Council, where guests included Merrylands & Holroyd HS counsellors, Holroyd Community Aid, Parramatta Mission, and Holroyd LAC. The forum provided cultural competency training for service providers with a view to address gaps in service provision about understanding the difference between asylum seekers and refugees on the humanitarian program, communities that are arriving and how to best to meet their settlement needs.

**A Refugee Week Awareness Forum** was held at Wrights Road Community Centre in Kellyville to assist service providers and community members in the Hills area understand the issues facing refugees, who they are and where they come from and how services and the community can better understand and assist them. A refugee panel discussion followed to create a face to face interaction between recently arrived refugees to tell their



*Refugee Week Karen Youth Presentation*



*Community Participants Media Training*



*Refugee Week Karen Youth Workshop Participants*



*Speak Up Short Film Participants with Parra HS*

stories and the wider community. Over 50 people attended this event. This was a partnership project with the Hills Multicultural Network.

**Re-Branding: The Refugee Media Project:** *Partnership with Parramatta City Council, MTC Work Solutions-Youth Connections, Brighter Futures/ Burnside, Anglicare, FACS, UTS, Fairfax Media, SBS radio, Parramatta HS, Pendle Hill HS, South Granville HS.* This is a capacity building project to upskill refugee workers and community leaders in the area of media training and provide pathways for refugees to take ownership of their stories and their public profile: to rebrand a more positive and representative image of a refugee in the wider community through mainstream media. Project had four components: media training, Positivity Postcards, Youth in Action short films and Refugee Week Media launch. The project also allowed for the community leaders and youth to demonstrate the communication skills they had learnt in training, as they were the MCs of the event and delivered the Keynote Refugee Week address.

**A School Holiday Program** was organised during the April 2012 school holidays and included activities such as, a Girls Self Defence Workshop in Parramatta, Swimming at Sydney Olympic Park, Cycling at Bicentennial Park in Homebush, and a Cooking Class and Craft Class at the Wentworthville Community Centre. The activities were attended by 10-25 participants.

**The Living in Australia - Karen Youth Workshop** was organized to discuss and evaluate the progress and challenges of the settlement issues of the Karen youth in NSW, particularly those who have arrived in Australia from the Thai-Burma

border refugee camps. The workshop was held on 24 January in Guildford and was attended by 20 participants. Guest speakers included students from Fairfield High School, UTS, ACU, and UWS, The Hills Holroyd Parramatta MRC, Refugee Council of Australia, Anglicare, and STARTTS.

The Karen Settlement and Community Workers Forum was held on 1st October at STARTTS in Carramar. The main purpose of this forum was to discuss and evaluate the progress and challenges relating to settlement issues of Karens across Australia. The key issues identified were employment, education & training, health, legal, housing, social, family & relationship and migration. This forum has provided opportunities for participants to learn, discuss, and develop friendship, knowledge and experiences. There were 26 participants from the Karen community and local service providers.

**The 'Soccer is Life' Futsal tournament** (run in partnership with Liverpool MRC and Football United) was run after the 'Soccer is Life' tournament to continue on with the themes associated with it; sport, promotion of physical activity/health, social participation and promoting cross cultural engagement. The event was a success with over 120 participants from a variety of backgrounds in a competitive tournament for young boys. Like the boys tournament, **The MSA Sisters Unigoal Tournament**, an initiative of MSA, was an all girls Futsal tournament run with the aim of promoting physical activity amongst young women, social and sport participation and cross-cultural engagement. The tournament was a huge success with 160 participants from all over Western Sydney.

*Rebranding The Refugee Project Launch June 2012*



*Futsal Program*





*School Holiday program*



*School Holiday Bike Riding Excursion*



*School Holiday Program Activities*



*School Holiday Martial Arts Program*



*Activities at IWD 2012*

## Cultural Training, Support & Exchange Programs

**Cross-Cultural Training** – Four (4) cross-cultural awareness trainings were held during 2011-12, including 3 presentations for interagency meetings focusing on service provision to African communities and 1 full day training for staff from WentWest Medicare Local on working with Afghan, Pakistani, South Sudanese and Sri Lankan Tamil communities. The presentations for the Sydney Alliance, Holroyd Interagency and Hills Multicultural Interagency Refugee Week Forum, focused on providing service providers with cultural awareness information on refugee communities primarily from South Sudan, including background information on cultural norms and refugee experiences, as well as settlement issues and barriers faced in Australia.

The training for WentWest focused on information regarding DIAC's Humanitarian Settlement Program, information on the MRC and cross-cultural awareness, including cultural history/norms, refugee experiences, settlement issues, and specifically their affects on health. The trainings were all very well received and were effective in both providing information and building strong networks and referral pathways with service providers.

**Rebranding the Refugees Project**, run with the MRC's Community Settlement & Development Officer, was a successful project aimed at curbing media negativity and stereotypes aimed at new arrivals. It involved an adult and youth component. As part of the youth component, CALD students from 3 schools made films projecting their thoughts, feelings and their contributions as refugees in Australia. Under the guidance of the Humanitarian Youth Worker, students from Granville South High School created a documentary film about their experiences as refugees in Australia; covering things like education, asylum seekers, detention centres, ongoing violence back home, racism and their contributions to Australia.

**The Cross-Cultural Exchange Program** was held from the 11<sup>th</sup>-13<sup>th</sup> November to Kiama NSW, in partnership with the African Women's Group and Kiama City

Council. 35 African women attended this 3 days camp, but the total of those who participated in the camp was 65 women all together, including Australian women who hosted the African women and women from CALD backgrounds that participated in this program. The Cultural Exchange activities included: information sessions, storytelling, music and dance, basket weaving at an Aboriginal centre and sharing food from different cultures.

**A Cross-Cultural Excursion to the Blue Mountains** was also held on 16<sup>th</sup> May for the clients from China and the Indian Subcontinent. Altogether 24 clients took part in the excursion. A mini bus was reserved for them which took them to different places around Blue Mountain which helped the clients to understand the geography and the history of the new environment.

**Community Development Support** was provided to a number of African community groups and associations in the past year. Some of these included: The Horn of Africa Relief and Development Agency (HARDA), African Women Australia, the Australia Benkonma Association, the Rumbek Community, the Twic Mayardit Community of NSW, the Federation of Congolese Assoc., the Zimbabwean Community, the Association of Liberian Communities in NSW, the Ethiopian Community of NSW, the Igbo Association of NSW, and the Dinka Literacy Association. These groups and other individual community members were supported with grant applications, event planning, incorporation, meeting space, and other community development support.

*Hills Refugee Awareness Forum 2012*





Blue Mountrain Trip



Outing to Berrima

## Cultural Celebrations and Festivals

**A Multicultural BBQ in Parramatta Park** was organised on 14<sup>th</sup> January 2012 to celebrate the start of the year with clients from different communities. A variety of activities were organised on the day including: volleyball, badminton, relay races, soccer, face painting and a jumping castle.

**International Women's Day** celebrations were held in Parramatta, Holroyd and the Hills areas. These events brought together women from the local areas to share their stories and experiences, listen to music, participating in dancing and in general enjoying a relaxing day full of fun and activities.

A separate international women's day event for the Iraqi Women's Association was held in Dundas. The Middle Eastern SGP worker has assisted with event planning and coordination.

**A Harmony Day Celebration** was held on 23<sup>rd</sup> March at Riverside Theatre, Parramatta. Roughly 30 Karen students from Chester Hill High School

performed a Karen Dance, Naw Be, an outstanding student, gave a testimony of her settlement experience and Emerald Han sang a song during the program as well.

**Nowruz, the Afghan New Year Festival**, was held on 31<sup>st</sup> March at Parramatta Town Hall, organised by the Kateb Hazara Association in partnership with the Hills Holroyd Parramatta MRC. Over 800 community members attended the event, which included cultural performances, music, and speeches from community leaders and politicians.

**Cultural Exchange and Trip to Penrose Park** for new and recently arrived Tamils was organised to assist with strengthening family relationships and provide an opportunity for the group to travel outside Sydney. A day of fun and activities was planned, that further developed the capacity of new arrivals to integrate into life in Australia.



Nowruz Performance



*Tamil Families Harmony Dinner*



*Afghan New Year Celebrations*



*Fun in the Park - January 2012*



*Burmese Cultural Display at Harmony Day 2012*



*Games for children at Parramatta Park*



*Special Guests attending the Nowruz Event*



*MRC Multicultural New Years BBQ*



2012 Lunar New Year Multicultural Food Festival at Auburn Park



African Family Day BBQ



RAW Project Excursion



Community Consultation

I would like to conclude this report by thanking all the SGP team members for their tireless work with clients and communities throughout the year. Without everyone's dedication and commitment, achievement of such positive outcomes would not be possible. So a grateful **thank you** to you all!

Throughout the year, Melissa Monteiro, our Executive Director and the Board of Management provided ongoing support and guidance. The SGP team would like to thank Melissa sincerely for all the encouragement and support that she has provided throughout the year and for being such a source of inspiration to each and every one of us.

The support of the Admin and Finance hub and of the Customer Service Officer has been essential in ensuring the smooth running of various aspects of the projects. On behalf of the team, I would like to acknowledge Dijana Mackic and Ifrah Mohamed for their dedicated support and assistance in the past year. A big thank you goes to Wendy Mouawad for her support of the team in various ways.

On behalf of the team, I would also like to extend our heartfelt thanks and gratitude to a multitude of services and agencies without whom we would not have been able to deliver such great outcomes. We greatly value the partnerships developed and strengthened during the past year and we are looking forward to continuing our work and partnering with new services as well. Our thanks go to the three local councils in our catchment area, government agencies, various community and ethno-specific organisations, RSL and Leagues clubs, Fair Trading NSW, Centrelink, DIAC, Family and Community Services, Anglicare, community health, local area police (Granville, Merrylands and Parramatta) and many more with whom partnership projects were developed and implemented. We are looking forward to new challenges and achievements in the year to come.

## The Thomas Ater Basketball Court



Thomas Ater (1971–2011) was employed at the Hills Holroyd Parramatta MRC as the African Youth Worker from 2008 to 2010. During this period, he helped numerous young people and their families through casework, information sessions, working with schools, after-school programs, and sports and life skills sessions. Thomas passed away from malaria on Monday, 15<sup>th</sup> August 2011, while visiting family in South Sudan.

His passing left a great hole in the hearts of his family, his community, and the young people and community workers he worked with. Thomas was an amazing youth worker, with an incredible ability to connect with young people and his positive attitude, energy and commitment are greatly missed.

In 2011, the young people he mentored and coached, his colleagues from the MRC, Granville Multicultural Community Centre, and Granville Youth and Community Recreation Centre, along with Parramatta City Councillors, advocated for the basketball court next to the Granville Youth Centre to be named in his honour.

On the 30<sup>th</sup> November, 2011 the court was officially opened by the Lord Mayor of Parramatta, Councillor Lorraine Wearne, and named: ***The Thomas Ater Basketball Court***. The court was dedicated to Coach Thomas Ater for his devotion and inspiration to young people in Western Sydney.



Friends and family from across Australia attended the opening, which included speeches from the Lord Mayor of Parramatta, the Member for Granville, Tony Issa, MP, colleagues from the MRC and GMCC, family, young people, and community members. Everyone agreed that Thomas is irreplaceable, but that his legacy will live on in the young people who will continue to play, coach and inspire others on ***the Thomas Ater Basketball Court***.



# EARLY INTERVENTION & PERINATAL REPORT

*CALD Early Intervention and Perinatal team members: Biljana Kulic, Li Hua Chu, Norma Boules and Yasotha Pathmanathan.*

2011 has been the year of growth for CALD Early Intervention and Perinatal Project in every sense. The number of families accessing the project has increased by 78% compared to the previous year. We expanded our service and offered a variety of workshops to our clients. The response and feedback from the clients were excellent.

During the past year, our main focus continued to be a strength-based approach to collaborate with families and children to discover individual and family strengths. Many studies had shown that children achieve better outcomes when their diverse strengths, abilities, interests, and cultural practices are understood and supported. Valuing and respecting diversity is vital for children to develop a strong sense of identity. We continued to address the areas of need and stayed committed to providing high quality support to families with children 0-8 years old in Parramatta and Holroyd LGA's.

The main project objective is to promote improved health, development and wellbeing outcomes for children, as well as to build parent confidence and capacity, while supporting the establishment of social networks. The project has also maintained its commitment to the regular support groups and playgroups.

## PLAYGROUPS

- Two playgroups at Parramatta West Public School
- Parramatta East Public School Playgroup
- Parramatta North Public School Playgroup
- Wentworthville Support Playgroup
- CALD Families Support Playgroup in Merrylands
- Sharing and Learning Playgroup in Granville



*Wentworthville Support Playgroup*



Crafts time  
Merrylands

North Parramatta  
Togetherness



Olympic Game craft at  
Parramatta East P.S. playgroup



Book reading time at Sharing  
and Learning playgroup



Parra West Public School Playgroup

Over the past year, playgroups provided support to 369 children with the opportunity for early social interaction. The EIP Project offered creative ways to assist children in recognising different feelings by naming them through art and craft activities. Having an opportunity to play and learn in a safe and relaxing environment often leads to an improved sense of wellbeing, enhanced self-confidence and a sense of acceptance and belonging in children. The regular opportunity for play in playgroups encourages learning, exploration and creativity in children. Playgroups provide a valuable service to families with young children and the local community.

Through participation in a playgroup, 354 parents were able to observe the modeling of developmentally appropriate play experiences and parenting practices. The most common reasons given for joining the playgroup were child-related reasons, such as:

- Group interaction
- Important for child to play with others
- Build's child confidence and skills
- Help child develop skills for school

Playgroup parents and grandparents also valued following aspects of the playgroups:

- Meeting new friends and developing ongoing relationships with other parents
- Interacting with other parents and talking to an „adult
- Having the opportunity to seek advice and understanding from other parents and playgroup facilitators about parenting and improving supports.
- Being able to develop a sense of belonging to both playgroup and the wider community

The most enjoyable part of playgroups was watching the groups come together and grow; seeing the children's confidence blossom throughout the year and parents wanting more information relating to parenting and their child development.



## READINESS TO SCHOOL

An added benefit for children attending playgroup is the opportunity to experience a gradual transition from home to a full day at school. This year the EIP Project continued to run Readiness to School program with 82 children attending. The program was run on school premises and in playgroup settings. The Readiness to School program served to enhance the sense of belongingness with the school community and also amongst parents as they sought to form relationships with other families whose children were also starting school.

The Readiness to School program has a holistic and inclusive approach which includes enhancing family and school relationships, increases the awareness and importance of play, encouraging families to become a part of school community and to learn what their children would be doing once they start school. Our framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development.



*Readiness to School program at Wentworthville*



*Readiness to school at Parramatta West Public School*



*Readiness to School 2011*

## SUPPORT GROUPS

Many of the families who attend our supported groups come to us because they lack support in their lives. For them, having a structured social space – a place where they can come and meet other community members whose lives and experiences are similar to their own – is a lifeline. EIP project gives them support networks and opportunities which help to build their strength and turn their lives around. Group participants gain skills; embrace volunteering opportunities; take part in physical activity and other programs; have their say; learn new things and participate in society by reducing isolation and loneliness. This year 83 community members participated in support groups with majority of members being females.



*Mothers & babies 2011*



*Mothers & Babies Jeffrey House 2011*



*Art Therapy Workshop*



*Women's Group excursion to Canberra*

## Women's and Babies Group at Parramatta Community Health Centre

Some of the workshops for mothers and their newborn babies were as follows:

- Bonding with your baby: Forming an attachment or emotional connection
- Sharing a bed with your baby: Potential causes of SIDS, prevention information and how to minimise risk factors
- Music and your baby: The effects of music on babies
- A guide to a baby massage: How massage can help to improve and stimulate the baby's digestion, circulation, muscle tone and communication especially in the first 3 months.
- Tips to overcome postnatal depression

## Multicultural Women's Group at Wentworthville

During the past year, women participated in a number of different workshop. Just to name a few: soft toy making, knitting for newborn babies, healthy cooking, glass painting etc. Most of the workshops were facilitated by group members who shared their own skills with others.

This year there has been a challenging year for some of the group members. At the beginning of the year, a few group participants lost very close family members. It completely shifted group dynamics. We looked at the ways of giving women an opportunity to express their feelings non-verbally through the use of art materials. Art Therapy group was run for eight weeks. Through art making and sharing in a group setting, women were able to begin to understand their own difficulties and their individual strengths as well as discover new possibilities to cope with their loss. The participants enjoyed creating individual art pieces that were incorporated into a larger work of art, Mandala. This process allowed women to experience something new. For some of the group members, this experience was like an "a-ha" moment, a new discovery. It led them to new things, brought light to their lives, opened a new doorway to unarticulated feelings, shed light on the past and helped them to work through to the pain of grief.

## African Women's Support Group

EIP in partnership with African SGP Generalist Worker facilitated an eight week program for African women in Toongabbie. The program focused on effective methods of self-care, strategies to enhance relaxation and to manage stress, learning how to be a more assertive communicator, personal safety etc. They had lots of fun learning the art of flower arrangement.

## Tamil Support Group

The support group was established in March this year to improve general wellbeing and strengthen family relationships of Tamil community members. The number of physical and mental health related information sessions were run, followed by Tai Chi classes in Term 2. Tai Chi has been shown to improve not only physical balance but also to improve mental wellbeing of community members.

In the past year, EIP project had an increased number of referrals. Most of the families experienced financial hardships and required additional support with settling in Australia. Families were successfully linked to the services and supports systems they needed, including government and non-government agencies and, at the appropriate age, readiness to school programs and local schools.

## POSITIVE PARENTING PROGRAM (TRIPLE P)

Four groups of Triple P were delivered this year; three in English and one in Chinese with 39 parents participating.

Three Triple P seminars were delivered in English and Karen with 50 parents participating.

This is what some of our participants said about the program:



Flower making workshop



Tamil community members participating in Tai Chi class

***"I've learnt how to stay calm and not shout at my children."***

***"It was a great interactive program. I especially like the sharing experience."***

Group Triple P at Parramatta East P.S.



Li Hua Chu, Professor Matt Sanders (founder of Triple P) and Biljana Kulic



## CIRCLE OF SECURITY

The Circle of Security Parenting program was run over 6 weeks. The program integrates over fifty years of early childhood attachment research into a video-based intervention to strengthen parents' ability to observe and improve their care giving capacity. Attachment theory, through the Circle of Security, offers clear, individualised pathways for providing a secure relationship between parent and child.

## HOME VISITS

The majority of our referrals still come from Westmead Hospital, Early Childhood Nurses and some self-referral. In the last year EIP project had increased referral to PECAT for child assessment in CALD communities.

## PAINT PARRA READ

Research shows that the foundational early literacy skills learnt before starting school are critical for attaining literacy competency at school, which in turn is vital for life's successes. Paint Parra ReAd is a celebration of reading and encourages families to read to children from birth. On 20 September 2011 in

partnership with Parramatta City Library we hosted our second Annual Reading Day.

Parramatta Town Hall Mall came to life with over 200 children participating. Shops and local businesses supported event and helped us to Paint Parra ReAd.

MRC Staff and volunteers at Paint Parra ReAd



Staff and volunteers with Lord Mayor Josh Chedid



Paint Parra ReAd 20 September 2011



Paint Parra ReAd at Parramatta Town Hall



## HEALTHY HOLROYD PROJECT

The EIP Project successfully partnered with Healthy Holroyd Project to deliver a number of “Adults Learn to Swim” classes. The project aims to improve the knowledge and capacity of Holroyd residents to undertake and maintain healthy lifestyles. Nine groups of swimming classes for women were run at Wentworthville and Guildford Swimming pools followed by three groups of learning to ride bike at Merrylands Community Gardens.



Adult Learn to Swim classes at Wentworthville

## FITTED FOR WORK MENTORING PROGRAM

18 women participated in two workshops of a pre-employment training program facilitated by Fitted for Work. Each program was run over four days. The program was designed to support women from migrant and refugee background experiencing barriers to employment transition into sustainable employment. After successfully completing the program, ten women were linked with mentors for a period of six months and three of them successfully transitioned to work.



Fitted for Work Mentoring program at MRC

## OTHER HIGHLIGHTS

- “Story Telling Through Art” Project - highlighting the journey of children from refugee and migrant communities in Australia
- “Early Years Healthy Families”
- Fitness and Nutrition Workshop
- Families Week: “Families Make all the Difference”
  - » “Helping Kids to Grow & Learn” workshop
  - » “Movie Under the Stars”
- Celebrating Children’s Week, Book Week and National Playgroup Week
- Art Therapy in Granville
- Protective Behaviour Workshop – educating parents and caregivers in the issues of child abuse and abuse prevention and to increase their child’s/children’s personal safety.



Book Week



Art therapy at GYCC

- Play Power Workshop - information about building play into daily routines to help parents develop stronger bonds with their children
- Keeping children safe
- Raising bilingual children workshop
- Immigration Information session focusing on bringing family members to Australia
- Australia's Biggest Morning Tea (Cancer Foundation)
- "Helping your child with primary school work"
- School Holiday Program
- Excursion to Sydney Wildlife Park at Darling Harbour
- Civic education trip to Parliament House and National Australian Gallery in Canberra



*Children Performance 2011*



*Children Performance*



*Graduation party at Parramatta West Public School*



*The Biggest Morning tea for Cancer foundation at Sharing and Learning playgroup*



*Immigration Information Session*



*RedSee's special appearance at Movie Under the Stars during Family Week*



*Norma Boules, RedSee, Biljana Kulic and Li Hua Chu at Granville Town Hall*



*Easter crafts*

The CALD EIP team is very grateful for the support from our partner organisations. Without your valuable input we would not be able to deliver such an outstanding service to our clients and their families.

We would like to thank the Board of Management, all staff and volunteers at The Hills Holroyd Parramatta Migrant Resource Centre for their dedication, professionalism and compassion they display every day in their vital support roles and especially acknowledge Melissa Monteiro, Executive Director for her leadership that she provided to the EIP team. Last but not least, the EIP team would like to thank all our clients who genuinely supported the EIP Project. We appreciate your trust, and we'll do our best to continue to give you the kind of service you deserve.



*First Day North Parramatta Public school*



*RedSee first Presentation North Parramatta Public*

# AFRICAN SESSIONAL PROJECT REPORT

## **Project Coordinator:**

*Solomon G. Freeman*

## **ASSWP Team:**

*Amer Achiek, Amou Job, Anthony B-ee Conteh, Malula Chibalonza, Elizabeth Gezahegne, Emmanuel Msafiri, Getahun W. Desta, Gloria Marcella Johnson, Lillian Lukoki-N'Gengu, Mary Mamour, Monica Benjamin Biel, Naima Abdullah and Tabitha Ajak*

*Sessional Staff Team Meeting – Malula Chibalonza, Elizabeth Gezahegne, Tabitha Ajak Amer Achiek, Lillian Lukoki-N'Gengu, Emmanuel Msafiri, Gloria Marcella Johnson & Solomon Freeman*



The African Sessional Workers Project began in July 2007 as a pilot project funded by the Department of Family and Community Services. The project which is based at the MRC, aims to address issues related to communication, improve service delivery, assist in assessments and investigations and to ensure constructive and appropriate interventions and case plan implementations with African families by Community Services.

The 14 Sessional Workers employed to deliver this project are from the following target communities: Burundi, Congolese, Ethiopian, Liberian, Sierra Leonean, Somali and Sudanese.

These bilingual workers speak the following African languages, including:

- Dinka & Nuer (South Sudan Languages),
- Juba/Egyptian Arabic (Sudan Languages),
- Krio (a Sierra Leonean Language),
- Kirundi (a Burundian Language),
- Amharic & Ormiffa (Ethiopian Languages),
- Lingala & Kiswahili (Congolese Languages),
- Somali (a Somali Language)
- Bassa, Kru & Liberian Pidgin English
- Pidgin English (English Language spoken by Liberians and some countries using English as second language).

Along with the services provided through referrals, the community education component within the project addresses the general information needs amongst African communities regarding the role of Community Services, rights and obligations under the child protection system and laws. The project continues to focus on building and strengthening the relationships between Community Services, African Families and the wider community.

### **Project Achievements /Highlights:**

As an 'Outstanding Project in a CALD Organization' this project continues to promote community capacity building, advocacy, leadership and commitment to 'Standing up for Western Sydney'. Service provision to Community Services Caseworkers and African Families has improved through:

Improved Communication –

- African Language
- African Culture Support

Building trust and understanding between –

- FACS Caseworkers
- African Families
- Linking FACS Caseworkers with African community contacts
- Linking African families to available support services.

A steady increase in requests for services outside the original target region of Western Sydney prompted the extension of the service state-wide providing services in the Metro Central, Eastern, **Hunter Central Coast, Northern and Metro South West** Regions of Sydney and New South Wales. Services were also provided outside Sydney to Bathurst, Lismore, Orange, Mayfield, Charlestown, and Cessnock CSC.

In this financial year, *nine (9) promotional presentations were held across the Metro Central, Eastern, **Hunter Central Coast, Northern and Metro South West** Regions of Sydney/New South Wales at the Community Services Centres and partners. The promotional drive has helped increase demand for referrals.*

*The following Community Services centres and Brighter Futures Partners benefited from the promotional presentation delivered:*

- Eastern Sydney CSC
- Goulbourn CSC
- St. Mary CSC
- Mt. Druitt CSC
- Lakemba CSC
- Coffs Harbour CSC
- Anglicare Penrith (Nepean Brighter Futures)
- Burnside Uniting Care (Brighter Futures Mount Druitt)
- Wesley Mission (Auburn Cumberland Brighter Futures)

Some of the significant outcomes for the project include:

- Improved communication and building trust between caseworkers and clients.
- Improvement in the provision of language and culture support services to Community Services caseworkers.
- Improvement of family interventions, linking Community Services caseworkers with community contacts and support services available to African families.
- Positive engagement between African families and community services case workers.

### **Trainings:**

- In order to improve their professional capabilities, the sessional support workers completed an additional 56 hours of training on the following topics:
- Community Services Corporate Cross Agency Training Program
  - » Introduction to Case Management
  - » Identify and Respond to the Risk of Harm
- Working with Family and Community Services, Child Protection Training
- Metro West Child and Family Regional Unit, African Foster Carer Program Information Session/Training.
- Introduction to NAATI Interpreting Training Workshop



*Helia Jaffar, Elizabeth Gezahegne, Mary Mamour, Amer Achiek, NAATI Trainer, Conscila, Jerome, Getahun W. Desta, Narayan Dhimal and Solomon Freeman – NAATI Workshop*

There were one-hundred and fifty-two (152) occasions of sessional support services requests to eighteen (18) centres of Community Services Centres and four (4) Brighter Future partners; out of which one-hundred and thirty-eight (138) support services were delivered. One hundred and thirty (130) of these services were delivered as Face-To-Face during sessions with African Families and caseworkers, while eight (8) were via Telex-conferencing with caseworkers.

Most of the services are ongoing and the majority of the requests were made from the following Community Services Centres and partners:

### Community Services Centres

- Parramatta Community Services Centre..... 35
- Blacktown Community Services Centre..... 27
- Fairfield CSC ..... 14
- Ashfield CSC ..... 8
- Burwood CSC ..... 7
- Central Sydney Adolescent Unit Kings Cross ..... 7
- St. Mary CSC..... 5
- Auburn CSC..... 5

### Brighter Future Partners

- Pathways Community Care..... 11
- Burnside Uniting Care..... 10

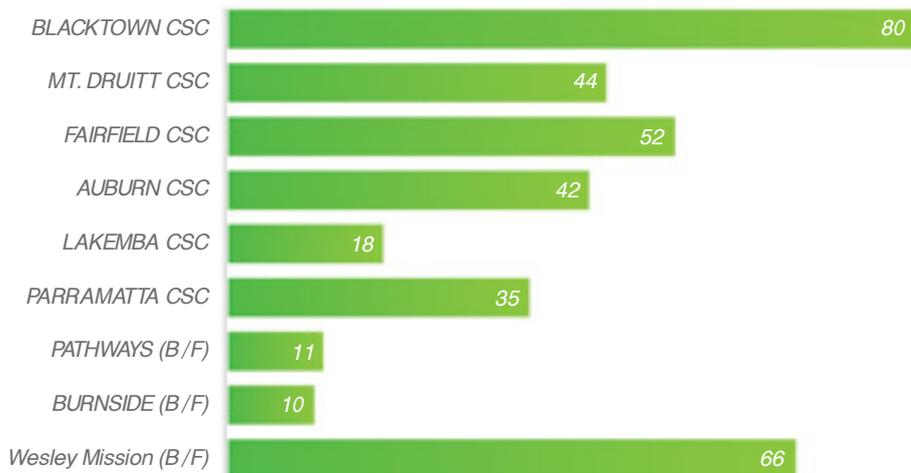
Three hundred and twenty-seven (327) individuals from seventy-five (75) families benefited from the services provided by the project.

A total of six (6) Community Education Sessions were delivered during this period including:

- Three (3) community education sessions targeting specific African community groups were delivered and well received by the African communities including:
  - » Sudanese Community
  - » Ethiopian Community
  - » Congolese Community
- Three (3) Community Learning Circle sessions were held in collaboration with the Community Learning Circle Program on health, family relationships, intergenerational conflict, and the roles and decision making processes of Community Services were delivered.

The sessions gave information on the role of Community Services, the Child Protection System and Laws in Australia. The sessions also provided an opportunity for community members and caseworkers to work together to bridge gaps of communication and trust, as well as to discuss the impact of culture on parenting, Child Protection and discipline methods (with emphasis on young people with challenging behaviours).

### Highlights of CSC with High Referrals over the period of 4 years



*Heads of Families*  
**141**



*Individuals*  
**639**

I would like to thank the project reference group for their guidance and commitment and also the staff at the MRC for their great assistance. Heart-felt thanks to Ozen Karanlik, Peter Prants and Fatma Mohamed who tirelessly assisted in all aspects of the project and continued to promote it to service centres and partners. My sincere appreciation also goes to all personnel who have continued to support this project, including: Aurelia Rahman, Maeve Brown, Mark Lack, Hilda Taf Mugadza, Gary Cachia, Ifrah Mohamed and Melissa Monteiro, our thoughtful and extremely supportive Executive Director of the MRC

Most of all I would like to acknowledge our hard working team of sessional support workers who have done an incredible job and continued to remain committed to the project:

Amer Achiek, Amou Job, Anthony Bee Conteh, Malula Chibalonza, Elizabeth Gezahegne, Emmanuel Msafiri, Getahun W. Desta, Gloria Marcella Johnson, Lillian Lukoki-N’Geng, Mary Mamour Monica Benjamin Biel, Naima Abdullah and Tabitha Ajak.

The feedback received from Community Services caseworkers indicates that the sessional workers are culturally knowledgeable, proficient and committed to supporting children and their families.

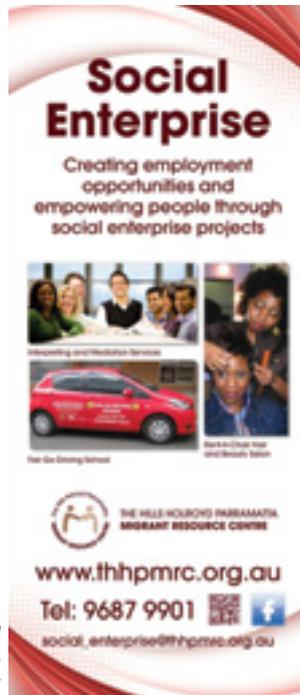
I remain grateful to both caseworkers and the African communities for allowing us to serve them; let us unite our strengths and increase our efforts together to ensure a great future for African Australian children, young people and their parents.

**Solomon Freeman**  
*African Sessional Support Workers Project Coordinator*

*Community Learning Circle Meeting*



# SOCIAL ENTERPRISE REPORT



Social Enterprise Banner

This project is funded by The Department of Family and Community Services (formerly Department of Human Services) under the Community Builders Program (formerly known as WSAAS) on a 3 year fixed term. There was a delay in the recruitment process and the project eventually commenced on 9 March 2011, following the appointment of Phin Tang as the Social Enterprise Program Coordinator. Given the delays, this project has now been extended to conclude by end of 28 February 2014, with the approval of FACS.

This project aims to increase participation and social inclusion in the community through community skills development activities under social enterprise initiatives, specifically targeting 2 main priority groups, namely refugee women and young people age between 18 and 25 years residing in Metro West areas.



Yaris car

## Social Enterprise Projects

### Fair Go Driving School

It is a social enterprise project that aims to assist those who are unable to acquire their provisional driving licence in an affordable manner because of their circumstances, so that they can have equal access to jobs, services and employment opportunities

Since the commencement of this project in early April 2012, by end of 30 June 2012 we have received over 50 registrations requesting our service. 15 of these learner drivers passed their driving tests within a month and the remaining students continue to receive the supervised driving from our dedicated volunteers namely Sharokh Sobhani, Fatema Jahan, Joseph Thompson and Joseph Haddad. Without our volunteers' contributions this project would not have been possible. On average, we have been providing 5 hours of lesson (5 clients) each day and sometimes extended to Saturdays and Sundays to meet demands. Often the lessons are fully booked 1 to 2 weeks ahead. Given the increasing demands, we are in the process of acquiring another vehicle to expand our service into the disadvantaged areas of Mount Druitt in the not too distant future.

## Success Story:

**Shankar Renukunta (in the middle)**, our first learner driver student who passed the driving test soon after a few hours of driving lessons from one of our volunteer supervise drivers, Sharokh. Shankar arrived in Australia on March 2011 as a skilled migrant and had great difficulty securing a job because he didn't have an Australia driving licence. He was also struggling to adjust into the Australian life without a licence and a car to get to places quickly and conveniently instead of having to rely on our restrictive public transport services. He said in a big wide smile soon after getting his driver's licence that he can now go to work on time and pick up his children from school and able to spend more time together going outings with the family like all other Australians. With my driver licence and able to drive, I now feel that I am part of the wider Australian community to be able to participate in community activities and special events, and the freedom to explore this beautiful rich country of Australia with our new car.



*driver holding  
his licence*

## Interpreting and Mediation

This project is set up to provide interpreting and mediation service to service providers, government and non government agencies on a fee for service. Two 3 days workshops specially tailored in partnership with SWSI TAFE NSW to recruit and train potential interpreters and mediators for this enterprise project were conducted. A total of 40 participants attended the trainings and have since been recruited. The language skills covered by our Interpreters and Mediators are as follows:



- Dari
- Farsi
- Hazaragi
- Kurdish
- Hindi
- Tamil
- Punjabi
- Urdu
- Pashtu
- Singhala
- Bangla
- Oriya
- Gujarati
- Dinka
- Sudanese
- Arabic
- Arabic
- Chinese
- Krio (Sierra Leone)
- Tigrinya
- Amharic

The next stage of this project is for the participants to complete the NAATI recognition course to be confirmed pending funding approval from DIAC, hopefully by end of the year.

## Rent-A-Chair Hairdressing and Beauty Salon

This social enterprise project targets women who were either hairdresser and/or beautician from overseas but do not have an Australian qualification and experience. This project would give them the opportunity to earn an income while being trained either directly from a qualified hairdresser and owner of their hair salon or through the TAFE NSW. A special thanks to Gladys Maseko, Sales Executive of Vickerie Collections Hairdressing Salon based at Parramatta Greenway Plaza for her partnership in this project. Gladys is an Australian qualified trainer in hairdressing and in beauty skincare. She also owns a salon at Epping and is passionate to mentor and help disadvantaged women to achieve their goals to becoming business women.



*Civic Education:  
Burmese Group Trip  
to Canberra*



## Skills Development Courses conducted

- Introduction to short term courses on employment pathways and job market/opportunities – 5 courses with 58 participants
- Intensive Courses:
  - » Job Readiness – 4 courses with 75 participants
  - » Mediation – 2 courses with 40 participants
  - » Interpreting – 2 courses with 40 participants
  - » Civic Education Program – 4 courses with 72 participants
  - » Mentoring Program – 1 course with 14 participants

*Job Readiness:  
Farming skills  
training*

## Volunteers



The success of this Fair Go Driving School lies on the invaluable contributions by volunteers who are passionate and loves what they do. We have a total of 5 registered supervised driver volunteers who speak various languages apart from English, namely Farsi, Dari, Krio (Liberian), Arabic and Chinese. Additionally we have 3 other registered volunteers to assist with clerical and administrative matters on a part-time casual basis, e.g. data input to develop a data base using Excel program to assist with monitoring and planning.

## Reference Group

Since the commencement of this project, a Reference Group was set up to help steer the course of this project. The Reference Group was represented by:

- Joanne McNeil – Community Capacity Community Builder Officer, Social Enterprise, Parramatta City Council, also Secretary of Social Enterprises Sydney
- Barbie Bates – A/Senior Regional Strategies Officer - Funded Programs, FACS
- Jenny Howard – Manager, Social Inclusion Unit, TAFE NSW
- Melissa Monteiro – Executive Director, THHPMRC
- Phin Tang – Social Enterprise Program Coordinator

## Future Directions

The directions for 2012/2013 are to consolidate these 3 social enterprise projects and enhance our service delivery. At the same time this project will continue to explore possible funding opportunities for other social enterprise projects through various funding bodies while continuing to support emerging communities in developing their social enterprise projects. On that note, I am looking forward to another exciting and challenging year to continue servicing our clients through social enterprise program.

***Phin Tang***  
*Social Enterprise Program Coordinator*



SLDP Youth Team Leaders

# SING LOUD DANCE PROUD REPORT

## Diversity & Social Cohesion Project

Funded by The Department of Immigration & Citizenship

*Intercommunity engagement program to reduce levels of tension between youth and to showcase enhanced capacity of at-risk young people, as a social capital resource for newly arrived families to emulate.*

Following the launch with Senator the Hon Kate Lundy, six bilingual Youth Team Leaders from Afghanistan, South Sudan, Sierra Leone, Burma, Sri Lanka and the Pacific Islands were recruited and formed a Cultural Exchange Steering Committee in September 2011. Team leaders undertook promotional campaigns and then registered interested youth from their respective communities before “cross cultural pollination” commenced.

Senator Kate Lundy at Sing Loud! Dance Proud! Launch



Six community groups started meeting in bi-weekly Safe Houses, and divided up into western and traditional subgroups. Soon after rehearsals and lifeskill workshops on conflict resolution and anger management began. Volunteers also registered with the project, to assist the Team Leaders.

33 participants challenged their fear of heights at the Aerialize Circus Theatre Workshops at Marrickville, alongside their Team Leaders. This was a bonding exercise between the communities. The groups had an opportunity to speak and present to the training team at Aerialize about the program, their individual stories and then showcase their cultural dances. By the close and on the journey back, many of the participants felt abit more confident to talk openly about some of their bi-cultural issues.



*Daniel at Aerialize*

*Freestyling at Aerialize Workshop*



*Supporting Your Mates at Aerialize*



*Aiming High At Aerialize*



*Building Trust at Aerialize*



The Sacred Space Reconciliation Workshop was facilitated by the Together for Humanity Foundation & Traumatic Stress Clinic – Westmead Hospital. 30 young people from Afghanistan and South Sudan participated in storytelling exercises using The Story of My Name model as a tool to disarm and create a safe environment for the young people to lower their guard. Each person then shared each other stories in more detail, as participants got to interview each other one-on-one and then tell the entire group. Participants were then brave enough to take to the dance floor and show their stuff. A Sacred Space Counselling Workshop was held with some Afghan boys where we did mapping exercises about their journey to Australia, challenges faced here and then looked at strategies to cope with everyday stressors.



Reconciliation Workshop



Reconciliation Workshop Participants



Freestyling at Reconciliation Workshop

The Aboriginal Rap/ Peace & Understanding Workshop was a partnership with VIBE. Aboriginal Rapper / Educator Brotha Black worked with participants, telling his story and the story of the Aboriginal community. He relayed his challenges as a marginalized person growing up in Australia and talked about how he was able to cope and express himself through his songwriting. Then he worked on lyrics together with the groups. Brotha Black was able to educate the group about skilling themselves up as people first to prepare themselves for knockbacks, and encouraged each young person to not limit themselves to just one career path.

Brotha Black in action at Aboriginal Peace & Understanding Workshop



Schools In  
.....Rap School

**Brotha Black**  
Will help you  
Find the words  
Build the beats  
And tell your story  
Through rap / hip-hop

5.30pm at Level 4 / 11 Horwood Place, Parramatta  
Friday 9<sup>th</sup> December ..... Call Priscilla for more info 0621 791 286 / 9957 9901

Sing Loud! Dance Proud! Project Initiative  
with The Hills Holroyd Parramatta Migrant Resource Centre

Brotha Black Rap School Flyer

Following a Showcase Night of performances at Parramatta Park in December, two of our groups came together at the Memorial Event for our late Youth Worker Thomas Ater, held at Granville with the Mayor of Parramatta in attendance. We also participated in the Celebrating Abilities Event for the International Day of People with a Disability at Auburn which was a partnership with the Department of Family and Communities Services (Building Inclusive Communities Project). One of our South Sudanese groups performed and then ran a workshop for some disabled youth on the day. We then ran a Dance Exchange Workshop at Holroyd HS.



*SLDP - South Sudan run Dance Workshop for disabled youth*



*Freestyling at Dance Exchange Workshop*



*SLDP Pacific Islands Perform*



*Dance Exchange Workshop at Holroyd HS*



*SLDP run workshop at Holroyd HS*



*SLDP Showcase Event at Parra Park*

With this experience under their belt, now everyone was ready for our Performance / Information Hub Day at Parramatta Mall & Town Hall where our audience included the Global Manager from Melbourne and NSW Grants Manager. Young people from our 6 target groups participated with cultural dance and song performances. Youth Ambassadors worked as promotional teams. Young people worked as MCs on the day. Service providers with information stalls included: Granville Youth and Recreation Centre, PCYC, Parramatta Mission & High Street Youth Health Services, where literature was distributed on issues such as health, drug / alcohol, safe sex practices, access to Legal Aid & employment.

To close out the year, two groups performed at the Karen New Year Event at Granville Town Hall with Local MP Laurie Ferguson and UNSW reps in attendance.



*SLDP Tamil take over Parra Town Hall*



*SLDP Team Leaders with NSW Grants Manager & Global Manager for Australia*



*SLDP – Tamil at Parra Town Hall Performance Hub Day*

2012 kicked off in February with the Star Basketball Association Gala Event Night, where South Sudanese basketballers were awarded for their achievements both on and off the court. Two Sing Loud! Dance Proud! Groups performed - Masta One and RPG.



*SLDP South Sudan at Basketball Gala Event*

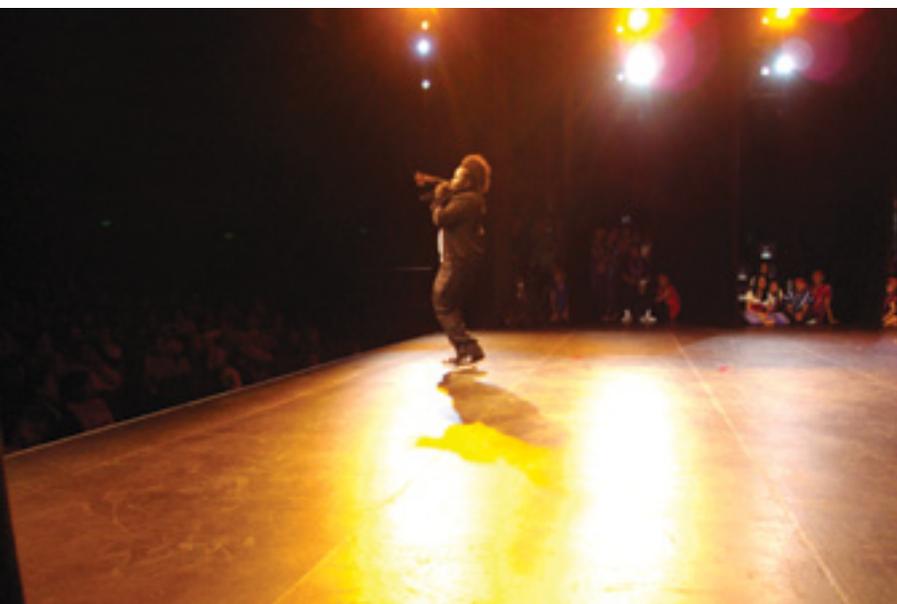
We then participated in the Lunar Food Festival at Auburn Park, presented by the Asian Welfare Centre. One of our Afghan girl groups performed. After the performance we used the opportunity to walk around and introduce ourselves to the Afghan men in the audience and talked about MRC services and projects.

February and March was busy with rehearsals for the Harmony Day Concert. There was Hip Hop training with our Nepalese breakdancer for the Afghan boys and Brotha Black working with the Karen boys.

At the International Womens Day event in Parramatta, one of our Pacific Islander girl groups performed and ran a workshop with the Arabic, Indian and Asian women there on the day. Then at the International Womens Day event at The Hills Shire Council, two of our African performing groups ( Sierra Leone, South Sudanese ) performed for CaLD women and workers in the Hills.



*International Womens Day workshop at Parramatta*



*SLDP South Sudan in action for Harmony Day Concert*

Now was the countdown for the Harmony Day Concert. The Youth Team Leaders and volunteers started work on the Event Management plan. A Moment In Time Training with the Together For Humanity Foundation was held for the Public Speakers. Auditions were held and two MCs were chosen - Adhieu ( South Sudan ) and Mohammad (Tonga/ Lebanon), who worked on the script and started practicing their voice projection and ad libbing techniques.

Finally the big day arrived - 23rd March - the Harmony Day Concert 2012 at Riverside Theatre Parramatta where over 700 people attended. 100 of the Sing Loud! Dance Proud! Participants and 6 Youth Team Leaders helped organize, perform and coordinate this concert program. Audience attendance included

Parramatta HS, Holroyd HS, Chester Hill HS, Arthur Phillip HS, Navitas, NSW Police, Dept of Education, and the Federal Member for Parramatta Julie Owens and special guests from DIAC and the NSW Grants Manager. The program included 2 youth MCs, 3 A Moment In Time Public Speakers, Opening and Closing Flag Ceremonies with the National Anthem and 16 cultural and western performances, including a Comedy Spot. The program also included a Service Provider Information Hub and a Cultural Display Table Hub. Service providers booked for the day included Navitas Employment Pathways, MTC Work Solutions Youth Connections, Human Services and Macquarie Legal Centre.

Then we eased our way into April, where two groups (Karen, Pacific Islander) performed at the Youth Week event - Youth Matterz - at Parramatta Mall. Then we had two groups participate in the Two Blues Rugby Union Festival at Merrylands Park.

School Presentations were rolled out, as the Youth Team Leaders visited schools and talked about the program and its positive effects on youth, especially in relation to their own personal development as future leaders in our community and their own civic responsibilities. Certificates of Appreciation were also presented to the Find Your Voice Speakers from the Harmony Day Concert.

Following consultations with the participants after the reconciliation workshops, it was agreed to travel further afield. So we decided to organise a cultural exchange with an area of Sydney that few refugees have the chance of visiting. Manly was chosen as it incorporated two aspects of Australian culture that was new for the groups – a ferry ride and ocean swim at the beach. So 65 participants embarked on a trip to Manly. (Partnership with Manly Community Centre, Surf Lifesaving NSW, Together for Humanity Foundation and CatholicCare.) We caught the train to the city, visited the Opera House, took a ferry to Manly, participated in a Diversity Workshop at Manly Community Centre with SGP and community workers from the Northern Beaches, then performed and each Youth team Leader gave a presentation. We had a surf lesson at the beach with the lifesavers, and conducted a Presentation Ceremony of our Commemorative Booklets and the Youth Team Leaders were given Leadership Awards. CatholicCare delivered a workshop on Financial Literacy. Aside from placing the largest lunch order ever seen at the tiny Hungry Jacks outlet, we had people from all walks of life come up and welcome us to the area on the day. Which was a real validation for this excursion, and the entire project.



SLDP Karen perform at Youth Week event



SLDP Karen participants on Manly Excursion



Abbas expresses himself enroute to Manly



Media Story



Diversity Workshop at Manly



*Taking on the Lifeguards at Manly Beach*

## OUTCOMES

- Sing Loud! Dance Proud! has now formed a template for others to follow : Partnered with SCARF ( Strategic Community Assistance to Refugee Families ) in WOLLONGONG to replicate the program in 2013 with the Congolese, Chin, Burmese, Togolese and South Sudanese youth and families.
- Social Enterprise: The performance groups have continued to receive bookings for external events where they have been paid for their participation as performers or to run workshops.
- Employment - Two Youth Team Leaders secured employment following their work on the project.
- Social Enterprise/Capacity Building - am assisting one of the South Sudanese participants with Arts Council funding stream options in order to record a CD.
- Afghan Youth Team Leader and participants coordinated other projects with me, such as the Afghan, The Law and You Dinner.
- 364 Film Project : Worked with the Australian Film and Television School on a short film about an Afghan boy who is released from detention. Organized 6 Hazara boys from the SLDP participants to prepare and attend audition which was a good opportunity to expand on their confidence skills and also engage with employment pathways.

## Personal Character Building Outcomes for Leaders and participants

- Increased confidence of participants
- Increased social cohesion through shared cultural expression experience
- Decreased division between youth/adults, mainstream/ CaLD , intercommunities
- Through cultural expression, youth participants have solidified their identity and received acceptance by the group as a whole which has led to validation and self belief
- Promoted positive peer support models of interaction between communities
- Reduced levels of disengagement from education system / family
- Showcased strengths of CaLD youth to mainstream
- Promoted social cohesion and diversity through arts
- Improved critical thinking of young people which will hopefully result in less risk-taking behaviour
- Participants developed social support networks
- Participants' isolation reduced and integration with broader community increased
- Leaders received training on project management, time management and cross cultural competency skills
- Increased levels of participation in decision making processes
- Increased confidence to share issues pertaining to pre and post arrival, which had been hindering their ability to complete settlement and causing anti-social behaviour

Amongst all the outcomes mentioned above, which have been for the most part very positive, there have been many more sober lessons learnt. This project has unearthed a number of issues affecting the young participants and their families, and for the most part these issues are deeply hidden away behind closed doors. Some of the young people involved are still facing multiple challenges in their daily lives, anger management issues and welfare dependency and potential disengagement from the education system, and also living with unhealthy and sometimes dysfunctional family circumstances. So there is a need to continue to address some deeply rooted problems that affect many youth who are living bi-cultural lives where school / public / home life are worlds apart from each other.

On a brighter note, following on from the fantastic relationships that have now formed with our local schools as a result of this project, we are very much looking forward to harnessing the potential in these young people, and keeping the most at-risk kids engaged in positive activities with the assistance of school staff.

I would like to close by saying that I have enjoyed every moment of coordinating this program. It has been one of the most fulfilling experiences I have had since joining the community sector.

A special thank you to all the project partners mentioned, and to all the families of the participants who supported this project.

The greatest thanks of all must be extended to each of the Youth Team Leaders who gave 100% and who have lived and breathed this project since day one. Words aren't enough to convey my gratitude :

- Farzana Nazari
- Daniel Tha Nya
- Whitney Tavui-Leota
- Ajang Padiet
- Jeneba Conteh
- Krishan Rajaratnam

**Priscella Engall**  
*Sing Loud! Dance Proud! Coordinator*



Commemorative Booklet

# FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2012

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