



BALLARAT REGIONAL MULTICULTURAL COUNCIL

ANNUAL REPORT 2008

Golden Point Cultural and Learning Centre

BRMC's New Community Centre

CONTENTS

BRMC Statement of Purpose	3
Aims and objectives.....	3
Committee of Management 2007-2008.....	4
Member groups/Cultural Associations.....	5
BRMC Strategic Partnerships	6
Chairperson’s report	7
Treasurer’s report	11
HACC Cultural Diversity Program	12
Settlement Grants Program (SGP) & Mentor Program	14
Integrated Humanitarian Settlement Strategy (IHSS)	16
Telelink and Friendly Visiting Program	18
Media Articles from The Courier	
Photographs of BRMC’s 2008 activities & events	
BRMC Financial Report for the year ended June 2008	

STATEMENT OF PURPOSE

To actively promote and develop goodwill, understanding and harmony within our culturally diverse community.

AIMS AND OBJECTIVES

- (1) To provide opportunities for people of all cultural backgrounds to come together
- (2) To provide advisory services, support and advocacy for the particular needs of people of various cultural backgrounds
- (3) To advocate on relevant government policy and practice at the local, state and federal level to ensure appropriate service provision
- (4) To provide government and other bodies or agencies in the Ballarat region with an open channel of communication with cultural groups and organisations
- (5) To promote a greater awareness of multicultural values, the contributions and the specific needs of community groups within the region
- (6) To advise relevant agencies in the region on the social, legal, cultural, educational, health and welfare needs of residents of culturally diverse backgrounds with an emphasis on equitable access to services
- (7) To develop programs which will encourage ethnic people of all ages within the region to retain their heritage and thus optimise the benefits of cultural diversity for all Australians

Committee of Management 2007-2008

Chairperson	Frank Williams
Deputy Chair	Sulaika Dhanapala
Treasurer	*Sallyann Skewes
Assistant Treasurer	*Farhang Afshar
Secretary	*Jennifer Johnson
Assistant Secretary	*Talia Barrett
Youth Officer	Khushi Maharaj
Inter-faith Officer	Fr. Rupert Bowd
Publicity Officer	*Wendy Green
Women's Officer	-
Community representatives	Yin Toe Georgina Vagg
Immediate past Chairperson	George Fong

*Co-opted members

Member Groups/Cultural Associations

Ballarat African Association
Ballarat China Community Committee
Ballarat Chinese Association
Ballarat Indian Association
Ballarat Italian Association
Ballarat-Japan Community Committee
Ballarat Sri Lankan Association
Ballarat Sudanese Association
Ballarat Togolese Association
Central Highlands Asian-Australian Association of Victoria
Central Highlands Cultural Network
Circolo Pensionati Italiani Ballarat
Croatian Community of Ballarat
Filipino-Australian Association of Ballarat
German-Austrian Association
L'Alliance Francaise de Ballarat
NESB Links Inc.
Polish Association of Ballarat
Polish Senior Citizens' Club

BRMC Strategic Partnerships

Adult Multicultural Education Services (AMES)
Ballarat Community Health
Ballarat Regional Adult Council of Education (BRACE)
BEST Community Development
Central Highlands Community Legal Centre (CHCN)
Central Highlands Sports Assembly
Centrelink
Child and Family Services (CAFS)
City of Ballarat (CoB)
City of Ballarat Home and Community Care Services
Department of Education and Early Childhood
Department of Human Services (DHS)
Department of Immigration and Citizenship (DIAC)
Direct Recruitment
Diversitat
Ethnic Communities Council of Victoria (ECCV)
Federal Ethnic Communities Council of Australia (FECCA)
Football Federation of Victoria (FFV)
Office of Housing
Outreach Uniting Care
Relationships Australia
Salvation Army Emergency Accommodation
St Vincent de Paul
Victorian Multicultural Commission (VMC)
WRISC Domestic Violence Support Services

CHAIRPERSON'S REPORT

Ballarat Regional Multicultural Council (BRMC) is the peak multicultural organisation in the City of Ballarat and our services not only support migrants locally, but right throughout the Central Highlands/Grampians Region (CHGR); including the Shires of Hepburn, Moorabool and Golden Plains. BRMC's constant challenge is to work in partnership with all levels of government, plus community groups and agencies, to provide culturally sensitive, inclusive services to all our many and varied diverse migrants and 'New Arrivals'.

BRMC is indeed fortunate to have the excellent financial support of two major funding authorities that enable us to service and assist culturally and linguistically diverse (CALD) clients. The Department of Human Services (DHS) is invaluable in its direct support to Home and Community Care (HACC) agencies and services throughout the region. Then too, the Department of Immigration and Citizenship (DIAC) is very significant in its support for settlement services and community development, for our 'Recent Arrivals'.

Likewise, BRMC is also most appreciative of a range of small grants from the Victorian Multicultural Commission (VMC) that underpins our operations, as well as assisting with annual Festivals, Celebrations and Special Events. Some additional grants from the Ballarat Foundation and Telstra were also greatly appreciated by BRMC this year.

Given this brief background, as in previous years, BRMC is proud of its achievements and there are a number of milestones that should be highlighted. Ballarat was selected by the Federal Government as the second Victorian city (following Shepparton) to have a Pilot Project to settle a number of Refugees. Initially it was proposed to settle 10 families over a 12 month period. The Togolese Project, under DIAC's International Humanitarian Settlement Support (IHSS) program, has very successfully resettled 12 families over some 18 months, with the tremendous support of AMES, the Central Highlands Regional Settlement Planning Committee (CHRSPC) and the Ballarat Regional Settlement Sub-Committee (BRSS). The latter group has been outstanding with the practical and material levels of assistance that have been provided.

BRMC is most appreciative of the excellent co-operation and material aid from the Office of Housing, Centrelink, Ballarat Real Estate firms, Ballarat Community Health Centre, Ballarat, Health Services, St Vincent de Paul, the Salvation Army and many Churches; for their invaluable contributions to our Refugee families.

As well as assisting the Togolese Community, BRMC has obviously had a key role in supporting our Sudanese Community and other families/individuals, under the Settlement Grants Project (SGP). Again, a significant grant from DIAC has been critical for case management, settlement services and community development, over an extended 3-5 year period. The terrific support by our Community Guides, plus the Migrant Mentors and Volunteer Tutors, has been invaluable in the settlement process for our 'New Arrivals'. Furthermore, such wonderful individual contributions, generous assistance and ongoing support reinforces the importance of the community education role of BRMC and enhances Ballarat's recognition as a welcoming community.

At long last, the transformation of the former historic Golden Point Primary School into a "Community Hub" – or "Cultural and Learning Centre" is almost complete. The Golden

Point Consortium that is composed of Mt Clear College, U3A and BRMC has worked tirelessly with the excellent support of BEST Community Development, to achieve the “Golden Point Cultural and Learning Environment” (GPLACE) that is now ready for occupancy.

The Consortium is also most appreciative of the terrific contributions of the Victorian Government, the City of Ballarat, Greg Walsh Constructions and so on for their invaluable support. Also, the work of Mr Ron Pickford, Work for the Dole crews and many other local tradespeople have all been integral to this wonderful outcome.

As with other years, BRMC has organised and been involved with an array of Community Events and activities. The Christmas Party for “New Arrivals” in December 2007, largely organised by Georgina Vagg and Shirley Doon, was a great success. The Multicultural Concert on Australia Day which was held in the Botanic Gardens, was greatly assisted by a Leadership Ballarat group and supported by Telstra and our Cultural Associations, Ballarat City Council (BCC), in conjunction with BRMC, etc, facilitated some great displays and activities for Cultural Diversity Week in the Mining Exchange in March 2008. The annual Twilight Ballarat Begonia Festival Parade was another great occasion to share our cultural diversity with a record crowd that lined Sturt Street. BRMC was pleased to combine with NESBLinks to provide a Harmony Cultural Evening with the Ballarat Community, at the Coinda Centre. Then too, the Refugee Week Forum was a great success in sharing journeys and experiences with a wide ranging audience. The ‘Winter Warm-up’ Dinner with Dr Wellington Lee (OAM) was a great success, largely due to the tireless work and efforts of Georgina Vagg, our Fundraising Secretary.

Another dimension of the work of BRMC this year has been the very active participation with our peak bodies. Thus, BRMC was invited to have representation on the Victorian Multicultural Commission (VMC) to contribute to statewide planning and policy development. Allied with this, monthly teleconferences with the other seven Regional Councils via ECCV have enabled us to lift the profile of BRMC. Representation at the annual ECCV Regional Conference at Wangaratta, (hosted by NEMA), was also extremely successful, and an occasion to celebrate cultural and religious diversity.

It would also be remiss of me not to recognise the excellent work of all the other Cultural Groups/Associations for their invaluable work and contribution to the rich diversity of the Ballarat Community. Thus, I would like to briefly recognise and acknowledge the outstanding success of various initiatives, The Polish Exhibition in the Gold Museum (and later in the Immigration Museum), the Ballarat Chinese Association’s New Year Celebrations, the Ballarat African Association’s First Anniversary Dinner and cultural night, NESBlinks Harmony Night, the Filipino Association’s Independence Day Celebrations, the Indian Association’s Multicultural Concert and evening, were all extremely successful. Then too, NAIDOC week, plus various Flag Raising Ceremonies, National Days and Civic Receptions; all highlight the changing cultural mix and demographics of Ballarat.

As well as these examples, the terrific contributions by all the other Associations for their members, like the Ballarat Italian Association, the Polish Seniors, Croatian and German-Austrian Association and the Circolo Pensionati Italiani Ballarat, etc are all vital to the wellbeing of our older established migrant communities.

Congratulations also to the City of Ballarat on such initiatives as the Multicultural Ambassadors and Youth Ambassadors; the MARS Strategy, African Beat and the Multicultural Conversations, which all add to the wonderful tapestry of the diverse Ballarat community.

As always, BRMC's Project Co-ordinators have worked tirelessly to support our migrant communities and deliver an array of culturally rich programs. The Committee of Management therefore recognises the excellent work of our dedicated and hardworking staff in delivering a range of culturally sensitive services and programs to assist our clients to establish their 'new homes' in Ballarat.

We also recognise the utmost importance of all of our strategic partners, along with all our great volunteers, in assisting and complementing the work of BRMC and thereby supporting a diverse range of settlement services and programs, throughout the region.

Not only are there many achievements that should be recognised, but also a number of challenges that need to be addressed. Significant changes to the Committee of Management, staff and turn-over of volunteers, limited funding and increasing demands on BRMC's limited resources all present different but equally important challenges.

BRMC has presented these 'Key Issues' to the Ministerial Secretary, Hon. Laurie Ferguson, and various DIAC managers, as well as to the CEO of Ballarat City Council (Mr Anthony Schinck), VMC Chairperson Mr George Lekakis and local politicians. We desperately need a full time Co-ordinator/Administrator, more Settlement Services (SGP funding), support for our ESL/VTP or 'Special English Programs', and the like. BRMC also needs to consolidate its existing framework and structures. Thus, BRMC is seeking additional expertise and support to enhance the overall effectiveness of its policies and operations.

Indeed, any small organisation faces similar challenges and dilemmas to become even more robust and resilient. Only by forming strong alliances and strategic partnerships, and working in a supportive and collaborative manner can we optimize our outcomes. Another new challenge will be to ensure that GPLACE becomes a thriving 'Community-Hub' for all cultural groups and the wider Ballarat Community. More combined cultural events and activities will enrich multiculturalism throughout the region, and thereby add greater understanding and mutual respect for our diverse cultures, as well as enhance the harmony and wellbeing of all our people.

Consequently, although much has been achieved, there is still a great deal to be accomplished. Be sure to read carefully all the other reports that are included herewith and note the terrific array of great contributions being made at all levels to assist our 'Recent Arrivals' to integrate into the broader community.

As well as this, please consider how you might contribute to the diverse and far ranging programs and activities that are facilitated by BRMC, as well as the dynamic Cultural Associations. As we embrace Globalisation, we all need to strive to assist all our migrants and thereby contribute in making Ballarat an even better place to live and nurture our children. For there is little doubt that as more migrants come to the region, BRMC will continue to provide a central and critical leadership role in settling all our 'New Arrivals' and emerging communities.

I therefore wish to conclude by thanking everyone who has contributed to the overall success of another extremely busy year and with ever increasing challenges, and everyone can rest assured that BRMC will continue to assist and advocate on behalf of all migrant communities, throughout the wider region.

Frank Williams,
Chair of BRMC.

TREASURER'S REPORT

2008 was another successful financial year for BRMC with a final operating surplus of \$17,424; an increase of \$16,497 from the previous financial year. This increase in surplus is attributable to BRMC revenue from grants received increasing by 33%, whilst our expenditure increased by only 27%, resulting in \$185,337 in retained earnings. BRMC's cash and cash equivalents held at the end of the year have also increased from \$163,244 to \$271,385.

There has also been a considerable increase in trade and other payables in 2008 as a direct result of funding received from DHS which has been committed, for expenditure incurred, and capital purchases in the coming financial year.

Overall, 2008 was a very busy financial year. Many thanks must be given to Asoka Karunaratne for her contribution, in the second half of the financial year, in ensuring that financial processing was kept up to date. As a result, I had access to up to date financial information to include in my Treasurer's Report at the monthly Executive Committee Meetings, the quarterly Business Activity Statements (BAS) and have been able to remit Superannuation contributions in a timely manner.

The large amount of cash held should ensure BRMC's financial stability in the coming year.

Sallyann Skewes
Treasurer of BRMC



HOME AND COMMUNITY CARE (HACC) CULTURAL DIVERSITY PROGRAM

The Home and Community Care (HACC) program funds services which are targeted towards frail, older people, people with disabilities, and their carers, by providing basic support and maintenance to people whose capacity for independent living is at risk or who are at risk of premature or inappropriate admission to long term residential care

Through the Department of Human Services (DHS), the Ballarat Regional Multicultural Council (BRMC) has received HACC funding to support its consumers.

The BRMC's HACC projects are targeted towards people from culturally and linguistically diverse (CALD) backgrounds who are older, frail, socially isolated, younger people with disabilities and their carers.

CULTURAL DIVERSITY PROJECT

The main objective of this project is to assist HACC funded agencies prepare, implement, review and evaluate their Cultural Action Plans. HACC funded agencies are required to submit their annual Cultural Action Plan as part of their funding agreement.

The Cultural Action Plans demonstrate how agencies provide support to their consumers who are from culturally and linguistically diverse backgrounds. There are 43 HACC funded agencies in the Grampians region.

The Cultural Diversity project has provided assistance to these agencies through cultural awareness training, provision of resources and general HACC related information. For the financial year 2007-2008, 70% of the HACC funded agencies have received direct training/workshops on how to review, update their Cultural Action Plans or on how to use interpreters. Other agencies received information/resources electronically.

For the financial year 2007-2008, 98% of the Cultural Action Plans have been submitted on time. All these Cultural Action Plans have been assessed and agencies have been informed of their outcomes.

It was pleasing to note the commitment of the agencies in ensuring that CALD consumers receive support that is meaningful to them.

I would like to thank all these agencies for their interest, time and effort in preparing their Cultural Action Plans.

MULTICULTURAL TUCKER MEALS

The main aim of this program is to provide an opportunity for people from culturally and linguistically diverse (CALD) backgrounds who are older, frail socially isolated, younger people

with disabilities and their carers an opportunity to meet and socialize through community meals.

This program is supported by volunteers and various cultural groups prepare the monthly meals with the supervision of the Food Program Coordinator. For this financial year, 11 lunches have been prepared. The attendance to these lunches averages between 70-80 people. At last year's Christmas lunch, about 120 people attended the lunch.

I would like to acknowledge the support of

- Ruth Nunn from the City of Ballarat Meals program,
- Jill Spicer from Centacare,
- and to various Service Providers who presented their programs and projects at the lunches.

Lastly but not the least, I would like to extend my sincere thanks to the volunteers and to the Cultural Groups who helped prepare the monthly meals. The many unpaid hours spent by these volunteers is highly valuable in ensuring that this program sails smoothly and I cannot thank them enough for all their support and enthusiasm.

Other Initiatives:

a) Ethno Specific Forum:

The Cultural Diversity Project coordinator conducted an ethno specific information/ forum in May 2008 for members of the Polish community. Invitations, flyers and agenda were translated into Polish language and an interpreter was available on site. Feedback from the participants were all positive.

b) Social Support Bus trips:

Three (3) social support bus trips were held this financial year to help link HACC CALD clients to other support services as well as to help breakdown feelings of isolation. Through these trips new friendships were formed and participants have gained better knowledge of other services.

I would like to extend my sincere thanks to Janis Brooks and Letitia Meaney from the Department of Human Services for their wonderful support to these projects and to the BRMC Committee of Management for their hard work.

Vivian Bradbury
HACC Cultural Diversity Project

Settlement Grants Program (SGP) & Mentor Program



2007-2008 settlement program served duties of effective case coordination, information and referral services for Settlement Grants Program for Humanitarian Entrants and/or other eligible clients.

This program also conducted information workshops/training to enable client groups to participate in the wider Australian community by developing a shared purpose and promoting a sense of identity and belonging, develop partnership initiatives with mainstream community & government organisations to improve services, maintained positive working relationships with relevant Service Providers and agencies to ensure that eligible clients receive the highest standard of service and recruit, train, and supervised volunteers/ mentors that supported eligible client groups.

Throughout the year clients from Sudan, Togo, India, Iran, Iraq, Sri Lanka, China, Mauritius, Greece, Zimbabwe and Turkey were served by the program. The clients who sought help from the program for settlement were holders of Refugee visas, Global special Humanitarian visas, Spouse visas, Permanent visas, SIR visas, skill visas, employer nomination scheme visa holders.

Humanitarian visa holders' settlement needs were much greater than the other categories of visa holder but the issue of settlement needs had no differences within categories. Accommodation, employment, health, childcare, education, sporting activities, community networks etc. were the major needs that were addressed through the program. The majority of clients were further assisted by referrals to NESB LINKS-Migrant Women's Support Group, NESB LINKS-Play Group the BRMC English classes and Home tutoring Program, other ethno specific organisations, namely, the Ballarat Chinese Association, Iranian, Indian, African and Ballarat Sudanese Associations.

Seven new volunteer Mentors have successfully completed the training and joined the mentor team. They have now linked with clients to provide further assistance. The training program included modules on communication skills, local services and referrals, identifying "at risk" clients, importance of Confidentiality & Privacy laws, and Cross Cultural training. The majority of trained volunteer mentors are themselves bilingual who are familiar with the migration experience and transitional phase of settling into a new community. On average, a volunteer Mentor will contribute between 2-6 hours a week to the program. Volunteer mentors contributed considerable out of hours time raising the profile of the program in the region as well as at festivals and events.

In conjunction with BRMC –(RSSN) Refugee Support Service Network we have provided monthly information workshops for all refugees, particularly from African countries, to participate and find out information relating to settlement issues in the region. The workshops topics addressed related to Police/courts Issues, Centrelink & Employment, Environment & utility consumption, Health-Sexually transmitted infections, Immigration and law, Immigration and Citizenship, Youth Culture and Accommodation via round table discussions and information forums. The topics were selected from requests made from the community itself and the feedback received was positive. BRMC through this coordination system has helped Refugees and Humanitarian visa holders settle to the area soon after their have arrived, to reduce anxiety and quickly rebuild their lives. Our main focus is to help them become self – sufficient and contribute to Australian society as soon as they are able. This gives them self confidence and the basic skills needed to build a new life in a new country.

Other activities were the Refugee settlement forum, Community consultation forum, Refugee awareness week, and Sudanese Cultural awareness delivered to Ballarat Health Services Children's Ward. A Cultural Awareness session was also delivered to Loreto College and Yuille St Primary school. Community forums and cultural awareness delivery is very important as it helps the community to grow and be aware especially with issues related to the new emerging communities. Delivering awareness to schools was the most satisfying feeling. Children, especially primary age, were so curious and so intrigued by the information, they asked so many questions. The best outcome was that the school is looking at introducing future cross cultural content and languages to their curricula.

Being the Case Coordinator of this program was very challenging and demanding, but the job satisfaction received throughout the year compensated for the hard work put into the program.

Litsa Chung
Settlement Team Leader
(SGP) & Mentor Program
Case Coordinator

Integrated Humanitarian Settlement Strategy (IHSS)

This program provides individual support to new arrivals with the following visa subclasses: 200 Refugee, 204 Woman at Risk, 202 Global special Humanitarian, 203 Emergency Rescue, & 201 in-country special Humanitarian.

Togolese families already in Ballarat: 12

No. of people (approx) - 22 Adults & 32 Children (2 babies born in Ballarat) & one Sudanese family.

This program aims to provide case management services to recently arrived immigrants and run pilot projects, giving information on current services and organizations as well as providing culturally and linguistically specific programs and activities.

Individual support is given in the pilot projects and to immigrant families in their integration to Australian culture. IHSS assists families in overcoming isolation by referring them to significant support groups and aiding them to access services in the community such as rental support. It aims to meet their immediate needs such as food and clothing, applying for an Australian Tax File Number, opening a bank account, Medicare, Centrelink, AMEP & ESL enrolment, physical and mental health, immunisations, counselling, local community involvement, public transport, mentoring, home tutoring and linking with local welfare agencies.

Development

The daughter of one family has received a scholarship to a private school for a period of 6 years with full support.

One of the female Togolese clients will be attending training in Finance in Melbourne through Women's Health Grampians and will deliver a workshop to her community and support them in budgeting and managing their finances.

Mentor support was provided to the community to form a Togolese Association.

Volunteer Tutor Programme: Tutors provided where needed to enhance opportunities to learn English or where clients had difficulties in attending classes full time.

Two Togolese male members have been trained and are working as Community Guides on a casual basis at BRMC. Some others are acting as interpreters in community workshops, etc. on a casual basis and a few are being assisted to register as interpreters with TIS and one has been assisted to register as a Centrelink interpreter.

Training via community workshops on a variety of different topics have been held on the last Saturday of each month.

All refugees have the Case Coordinator's contact number office & mobile in case of an emergency.

All Togolese refugees have been provided an information flyer in French, “If you cannot speak English simply say: ‘Police’, ‘Ambulance’ or ‘Fire’, and then say your language. Do not hang up.”

Long term accommodation was arranged prior to entrants’ arrival in Ballarat, and a condition report was compiled by the case coordinator and explained to the clients on arrival through Community Guides. Leases were signed, bond applied for and followed through to and submitted to real estate agents, etc. If clients want to move to public housing at the end of the lease period, they are assisted to apply.

An Immigration Lawyer from Diversitat -Geelong is running information sessions on a monthly basis to our clients at BRMC.

James Abraham
IHSS

BRMC HACC SOCIAL SUPPORT: TELELINK AND FRIENDLY VISITING PROGRAM

The program is funded by Home and Community Care and auspiced by the Ballarat Multicultural Council. The service provides people from diverse cultural and language backgrounds who have a disability or are aged over 65 years old.

TELELINK:

This is a service that allows cultural groups to connect with each other by linking them through telephone conversations. It has been running for almost seven years. We have a group from Holland, Germany and Hungary. The German link is going strongly connecting with the Bendigo link. Unfortunately our Dutch and Hungarian group in Ballarat has ceased for a while due to some changes with Telstra.

We are looking for more people from different nationalities who are interested in joining or want to start a Telelink group. At the same time, we are also seeking people who can speak Dutch or Hungarian or other languages who are interested in volunteering to facilitate these telephone conversation groups. This is a free service.

Friendly Visiting:

This is another service that BRMC HACC program provides to culturally and linguistically diverse people. BRMC HACC program has a few volunteers who continue to visit people from non-English backgrounds who have a disability or are aged over 65 years old and are housebound. Our volunteers John and Georgia Cirak have been visiting a Croatian lady for quite sometime and she's now becoming part of their family. John and Georgia visit her regularly almost every week. We also have a new Chinese student volunteer who has begun visiting a Chinese old lady in her 80's. Both have connected very well and often he calls her opa (Mandarin for grandma). Sadly, we just lost a German lady who recently passed away. Our sincere sympathy to her family and many thanks to Georgina Vagg, our volunteer, who has generously been visiting her and had developed a good relationship.

Social Support

Most of our TELELINK and Friendly Visiting clients from the Hepburn region have been participating in the Morning Teas at Daylesford. Fiona Robertson, our previous coordinator, had organized a European Christmas Morning Tea last year and the Easter Morning Tea last April. These were very much enjoyed by our HACC CALD people and they are looking forward to have it happen again. We have planned to continue the "Hepburn Multicultural Morning Tea" activity bi-monthly next year.

We also continue to connect our HACC CALD clients from the City of Ballarat and Hepburn regions with the "Multicultural Tucker Lunch" every second Wednesday of the month. This program has been very successful and is making a difference to the lives of our clients where you can see them having a good time, dancing, singing and mingling with each other.

We also liaise with Centacare – HACC CALD Access and Equity program the groups have been enjoying the bus trips organized.

As the new coordinator, it is my pleasure to met BRMC HACC people and the other service providers. I begun working early August this year and I am looking forward to be part of the team of BRMC and can continue to give support to our clients, volunteers and co-workers.

As a new employee, I hope can make a greater contribution to both organizations in promoting their services and can develop a good friendship and harmony with my fellow workmates.

Virginia Hocking
Social Support HACC /TELELINK

Media Articles & Photographs



205 Dana Street

Ballarat

Phone (03) 5331 8331

E-mail ballarat@directrecruitment.com.au

*Proudly supporting the **Ballarat Regional
Multicultural Council** as a strategic
partner in the employment services for
refugees and migrants*

*We look forward to many more years of
working closely with the
Ballarat Regional Multicultural Council*



Ballarat Daylesford Ballan Beaufort Geelong Camberwell