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BRMC gratefully acknowledges the support and collaboration of our major partners and supporters.



Ballarat Cultural Expo 2013

23 - 24 March 2013



Photos courtesy of:
Ajit Narsi

Statement of Purpose

BRMC Constitution provides the following Aims and Objectives:

Aims and Objectives

- * To provide opportunities for people of all cultural backgrounds to come together
- * To provide advisory services, support and advocacy for the particular needs of people of various cultural background
- * To advocate on relevant government policy and practice at the local, state and federal level to ensure appropriate service provision
- * To provide government and other bodies or agencies in the Ballarat region with an open channel of communication with cultural groups and organisations
- * To promote a greater awareness of multicultural values, the contributions and the specific needs of community groups within the region
- * 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
- * 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

Vision

Our vision is of goodwill, understanding and harmony within our culturally diverse community.

Mission

BRMC will promote a culturally diverse and harmonious, inclusive community through policy development, advocacy, representation, provision of services and capacity-building provided by employees, members and volunteers adhering to the aims and objectives of the organisation.

Corporate Values

Integrity
Respect
Equality
Harmony
Empowerment
Passion
Empathy
Dignity
Inclusiveness
Trust
Innovation

2012—2013 Executive Committee

Chairperson	Dr Sundram Sivamalai
Deputy Chairperson	Mr David Vendy
Secretary	Mrs Carmel Kavanagh
Assistant Secretary	Mr Jeme Liang
Treasurer	Ms Lisa Howlett
Assistant Treasurer	Ms Lynda Andeobu
Public Relations Officer	Mrs Georgina Vagg
Youth Affairs Officer	Mrs Meire De Mello
Women’s Officer	Ms Brigitte Kerrutt
Interfaith Officer	Fr Peter Kunen
Community Representative	Mrs Sherley Hart
Community Representative	Mr Ugo Lolocano
Community Representative	Mr Goldy Brar
Immediate Past Chair	Mr Frank Williams

Thai Cooking Class



Social Events Report

It gives me great pleasure to report on the events that we have held within the last twelve months.

Multicultural Concert

Our second concert was held at the Wendouree Performing Arts Centre in November 2012. Mr Doug Roberts of WIN TV as MC and Artists from Ballarat proved to be of a high standard, along with other acts from Melbourne. This was a great celebration experience for us all. A big thankyou to all who helped. We look forward to welcoming a crowd to our next concert in March 2014 at her Majesty's Theatre.

International Women's Day Dinner

2013 proved once again a great evening for everyone who attended on March 26th to celebrate women. A candle was lit to show respect for all other women around the world to recognise their untiring work, struggles and vital contributions. Our guest speaker was Ms Elizabeth Drozd, VMC Commissioner, who spoke about her work and the significance of Multiculturalism in our society. Again, a special, thanks to all who helped in any way,

Masquerade Ball

The Masquerade Ball was a wonderful night The music and dancing was enjoyed by all and we had a great support from VMC, ECCV, City of Ballarat staff and councillors and the whole wider community. I must thank those who were generous in donating prizes. Thank you also to all those great people who sold tickets, and also the Cultural Groups who supported this fund raiser.

Georgina Vagg

Public Relations Officer



Chairperson's Report

Ladies and gentleman and members of BRMC, I welcome you to the 2012/13 Annual Report. It is my pleasure to provide you with a brief update of BRMC activities over the last 12 months.

This year has been busy and extremely productive, both at home with our partners in GPLACE and across the community. Our Members and Staff have shown their great commitment to support for our growing community. We have also worked together with partners in Ballarat to strengthen support for our members, new migrants and to promote and celebrate growing cultural diversity.

Our collaboration with the City Council has created opportunities to hold the 2013 Cultural Expo with HarmonyFest, create the Multicultural Information Place at the City of Ballarat Library, promote employment opportunities and increase awareness of cultural diversity. Department of Health connection has been a great value in promoting our Home and Community Care services, particularly Multicultural Tucker, as well as improving our management systems. Close links with Ballarat Community Health and Centre for Multicultural Youth led us to be partners in the 'Five things' Forum at the new museum, M.A.D.E and coordinate a vibrant Refugee Week calendar.

Our work with State and Federal peak organisations enables our Members to represent our regional perspective on social, cultural and economic issues to influence government policy. The Ethnic Communities' Council of Victoria (ECCV) collaborated with BRMC to consult with Members to identify the opportunities and barriers for effective services for our ageing communities. The national consultation by Federation of Ethnic Councils' of Australia (FECCA) helped us understand our communities' experience of government services in the region. Reports on both of these consultations are available on our website or through the office. Through the Victorian Multicultural Commission (VMC) we have supported and auspiced funding submissions that have assisted twelve member organisations in their activities, building their organisations, holding cultural celebrations and strengthening communities.

BRMC has taken on a leading role in supporting multicultural networks, raising awareness of settlement issues for migrants and particularly refugees and people seeking asylum in this region and is working very closely with other organisations.

I am glad and confident that your support continues with BRMC and remains strong as we move into the future.

Finally let me say these above mentioned successful achievements will not happen if we did not have the support of ALL volunteers, some of whom were seldom seen but toiling away behind the scene. The dedicated staff of BRMC under the leadership of Ann Foley and the passionate executive team have to be thanked for their tireless support over the last 12 months.

Dr Sundram Sivamalai

Chairperson

Launch of Multicultural Information Place by partners from City of Ballarat, Ballarat Community Health Centre and BRMC.



Executive Officer's Report

It takes a while to get to know BRMC with its complexity that matches the rich diversity of our members, volunteers and partnerships. Thank you to BRMC Members, Executive and Partners for support and collaboration in 2013. I have learned a great deal from our seniors who have created a vibrant organisation and I note and welcome the new energy that is coming with new members and partners and enthusiasm and initiatives.

I have been Executive Officer at BRMC for almost a year and it has been a pleasure and an honour to work with our highly creative and energetic staff team and the members of BRMC.

Our management focus this year has been on building good governance and reinforcing partnerships. We have done this through work with key partners, being City of Ballarat, Ballarat Community Health and Centre for Multicultural Health.

Our peak role has been evident in great member participation in Federal and State consultations, in our active role in the Central Highlands Settlement Committee, City of Ballarat Intercultural Advisory Committee and the sector networks. I am proud of our lead role in Refugee Week events, our support and collaboration with new and emerging members such as HOLA and the Hazara team.

Going the extra mile for community events is the norm for BRMC Member Associations. The highlights in our cultural events calendar include the Multicultural Forum and Open Day in November, Halo Halo Expo in March, as well as the solid contribution made to Australia Day, Harmony Fest, launch of the Multicultural Information Place and other community events.

Our budget is small but well-managed. Our hearts and potential and commitment are large and strong and equal to the task of building BRMC's capacity to service and support for our community.



I look forward to continuing to work for an organisation that prioritises and serves its members and community.

Ann Foley
Executive Officer

Volunteers Coordinator Report

BRMC continue to receive and enjoy the support and assistance of our committed and dedicated volunteers through the different programs, special festivities, celebrations and fund-raising events held throughout the year.

We value highly their partnership with us as we endeavour to meet the varying needs of our clients and participants from different cultural groups in Ballarat and Central Highlands region. BRMC strives to provide our volunteers with support, acceptance, respect and friendship.

Many thanks to all who have contributed to the Volunteer Programs during the year.

Program	Volunteers No's	Volunteer Cultural Background	Participants
<u>HACC</u>			
Multicultural Tucker (HACC)	19	Filipinos, Australians, Chinese, Maltese, Polish, Ukrainian	Seniors/ Elderly
Friendly Visiting/ Telelink	14	Australians, Filipinos, German, Croatian Maltese, Chinese	12-isolated
Migrant English Program	60	Australians, British, NZ, Germany, Spain, Hungary, Ukraine, Canada	100-All ages
Healthy and Active Ageing	13	Serbia, Iran, Malaysia, Philippines, Dutch, German, Italian, Croatian	Seniors/ Elderly
Administration/Reception	11	Australian, Philippines, India, Iran, Pakistan, China	All enquirers
Computer Tutoring	2	Malaysia, Australia, Iran	On request
<u>Special Events</u>			
Cultural Diversity Week	20	Business and cultural groups	Everyone
Hazara Dinner	12	The Hazara Boys	Everyone
Reverse Mentoring	5	Mt Clear Students	Seniors
<u>Fundraising</u>			
Sausage Sizzle	6	Australians, Filipinos	Everyone
Movie Afternoon Tea	5	Australians, Filipinos	Everyone
Gala Dinner	7	Australians, Filipinos	Everyone

Nenita Drough, Volunteer Liaison Co-Ordinator

Migrant English

The BRMC Migrant English Program continues to serve our migrant and refugee communities, through the dedication of the volunteer tutors, who have worked so diligently during the year. It is most satisfying to have such dedicated people who enable BRMC to provide such an important service.

BRMC English Program provides individual tutors and informal classes to assist our migrants with their English language needs. In 2013 we provided assistance to 100 clients, of whom 80% were women. Much of the work is done voluntarily by the Coordinator, with excellent and much appreciated assistance from Administration Volunteer Maureen Downard. I express thanks to Frank Williams Luda Kedova and Graeme Gracie for their generous assistance with weekly English conversation classes.

After interview and assessment, clients are placed in the BRMC programs, or referred to other providers as appropriate.

Individual tuition helps to enable our migrants to function effectively in our community, by giving the student a unique opportunity to focus on their specific needs and goals. Help provided in a flexible setting—home, library or other comfortable location -I ncludes basic language for everyday and settlement needs, extra support for English classes and other certificate courses, workplace communication, preparation for language tests, university study, employment, permanent residency and citizenship.

Informal conversation and general English classes are conducted weekly at BRMC, with individual help for those with lower levels of English proficiency.

Volunteer Tutoring:The program currently supports 60 volunteer tutors and, provides a unique and interesting volunteering experience, through the training and support,workshops, and the firsthand experience with our clients from other cultures. Tutors are trained in a program conducted in partnership with Adult Multicultural Educational Services. Training includes planning and strategies for English tutoring to speakers of other languages, along with cultural awareness and refugee issues.

Flexible Delivery: A highlight in 2013 has been a new partnership and initiative tutoring parents with English as a Second Language (ESL) and literacy needs. Our Lady Help of Christians Primary School, Wendouree and BRMC inducted and supported tutors assigned to African parents of pupils at the school. This program, which takes place within the school, addresses specific English needs to enable the participants to engage more fully with the school and wider community.

Judy Brumby Coordinator BRMC English Tutor Program		62%
	Africa (Sudan & Togo)	
	China	12%
	Japan	2%
	Indian Sub-continent:	7%
	Middle East	9%
	Europe and Russian States	2%
	Cambodia	1%
	Korea	4%
	South America	1%
Migrant English Program Students:		
Country or Region of Origin		

Home and Community Care – Multicultural Tucker

I express my thanks to the members of my team: Virgie Hocking, Katja Feidler and Juliet Montague for all their hard work throughout this year. Each bring their own talents to the work and all are hardworking and capable. Thanks also to Centacare’s Jill Spicer whose support is invaluable and to Ha Nguyen for her work during her student placement. We also welcome Kate Allen, our new Community Development Support Worker.

I also thank all our wonderful volunteers: Halina Wood, Mary Plotecki, Jessie Templeton, Marg Towers, Edith Avietti, Monica Stanfield, Roman and Teresa Skrpko, Eddie Stewart, Leo Hanrahan, Frank Williams, Greg Mang, Jing Bo, Ron Males and Angelka Sekulic for their great support of the Multicultural Tucker.

Multicultural Tucker is very popular and we are at our capacity. There has been an increase in attendance resulting in an average of 94 clients at each monthly Tucker over the 2012-2013 financial year. This compares to the average of 91 for the year before. The growing attendance is a testament to the programs quality.

Our clients engaged with enthusiasm and imagination to produce some wonderful highlights; table decorating activities at Christmas and the Do It Yourself activity where guests brought in things they’d made themselves. The team has worked really well together to put on great sport days. The response that we’ve had to the afternoon tea dances has been absolutely inspiring and it’s great to see people getting so active and social!

Social support initiatives have emerged from the ideas and collaboration between members and staff. The afternoon tea dances are a great example of this. Also the newly forming Community Shed promises to provide more opportunities for socializing, making and learning. On the service provider front we are working with other service providers in the Culturally Inclusive Aged Care Committee (CIAC) and the Ballarat Agencies Diversity (BAD) Group. These working groups reflect on our current services, strive to improve services and to help to promote better care for aged people born overseas.

The team is working hard in preparation for our review in early 2014. We have reviewed and improved our documentation and systems for intake and assessment, care planning and review. We believe that this hard work will pay off in better services to our clients and community. With our current work underway 2014 is looking exciting!

Jason Shorter
HACC Services Team Leader



We the Multicultural Seniors had the time of our life, the adrenaline going, to relieve those ageing legs and hear those well-known tunes once again.

Maria’s comment(about the Afternoon tea dance):

Telelink, Friendly Visiting, Hepburn/Moorabool

Hepburn/Moorabool Multicultural Program is now in our fifth year servicing carers and people who are elderly or have disabilities and are isolated in the Hepburn and Moorabool Shires. We also have a small number of participants living in the Central Highland region who are geographically isolated and we believe they can also benefit from this program. The HACC staff from BRMC, Centacare, Hepburn and Moorabool Shires meet regularly to address any issues from the activities and plan the program for the whole year.

Our clients are very eager to attend activities. We set up different venues and places between the two Shires and the Central Highlands region. We run five functions in different places each year. This year we started in March and took the group to Farmers Arms Hotel in Creswick and then we celebrated the Queen's Birthday at the Smeaton Pub in June. We had our Winter luncheon at the Old Hepburn Hotel last August 7. This time the Moorabool Shire celebrated the Senior's Citizen's Week on the 2nd of October where the group joined with them. The group will be celebrating Christmas this year on the 4th of December at the Tangled Maze. Peter Fulton (Moorabool Staff) kindly shares his interesting stories and jokes at most of the events as well as facilitating the footy tipping games and gentle exercises.

Every year we look for different activities that might inspire the clients to continue joining the program and help them exercise their cognitive thinking such as a mystery auction, mystery quiz, sing-a-long and gentle exercises. We also invited a physiotherapist who is able to provide information on preventing falls.

Hepburn Moorabool Multicultural program, the Telelink and the Friendly Visiting Scheme link together well as clients attend other activities that BRMC has organised



Christmas Lunch at Donnegan's Farm Friendly Visiting Clients celebrate birthdays with Telelink group

Under The Telelink program five groups have been formed in the last five years: Filipino, Dutch, the Hepburn/Moorabool Multicultural, the Intercultural group and the Maltese. Unfortunately only two active groups are running consistently, the Filipino and the Maltese. The other groups have ceased due to lack of numbers and it is a challenge to recruit a volunteer facilitator. The Filipino group have been very consistent in talking to each other on the phone every fortnight and they catch up with each other for a get together every now and then. The group has been very supportive to each in many situations. The **Maltese group** is doing well and at times they join with the Filipino group for a get together. BRMC Telelink coordinator continues to network with the Bendigo Telelink coordinator regularly and attends the Telelink coordinators tele-conferencing.

In the **Friendly Visiting Scheme** we continue to receive referrals from Direct to Care, Southern Cross, Carers Choice, Ballarat Health Services, Hepburn and Moorabool Shires and the City of Ballarat. The coordinator gives ongoing support to volunteers and encourages them to attend trainings and workshops that could benefit their work. Volunteers ensure regular contact with clients either through home visits or phone.

Case study: A lady was alienated, unwell and isolated and had refused to live in a house. But with the enthusiastic work of Friendly Visiting volunteers she is now able to socialise with others and with ongoing support now also volunteers in doing gardening in the community.

Virgie Hocking,
Social Support/ Telelink Coordinator

Healthy and Active Ageing

Our "Healthy and Active Ageing" (HAA) project funded by the Australian Government Department of Social Services succeeded the Community Partners Program in August 2012. The aim of this project is to connect Ballarat's CALD communities to health and aged care services and increase access to culturally appropriate aged care support services, through the facilitation of community based activities and the development of resources.



Six volunteers including two members from the Filipino and one member from the Maltese Community and three members from a Migrant Women Support Group, with Serbian, Iranian and Malaysian background, have successfully been recruited to become Intercultural Facilitators who actively promote health and wellbeing in their communities. Seven volunteer facilitators from the previous Community Partners Program (CPP) supporting the Italian, German, Austrian, Dutch and Croatian community contribute to the project in a mentoring role and sustain the outcomes of CPP. Our new and existing volunteers completed a two months training in May to gain thorough knowledge on health and aged care services in Ballarat and to prepare on their role to co-facilitate Information sessions, healthy lifestyle activities and visit isolated community members.

The Facilitators come together quarterly with aged care and health service providers to raise issues and needs of their communities in relation to the process of ageing.

We can already look back at a range of successful project activities:

Information sessions have included: *Parkinson's* presented by Parkinson's Victoria to the 23 seniors from Italian background; *Carer Support* in partnership with Carer Respite and Support Services to 10 carers from diverse communities; *"Home at Last"* on older person's tenancy support and retirement housing options in partnership with the Australian Croatian Community Services to 26 people from local diverse communities; and *8 Things about Dementia* by Alzheimer's Australia VIC with 13 participants from the German/ Austrian community.



Healthy ageing training workshops were held for our culturally diverse seniors, including web-wise training facilitated by Youth Advisors from the Centre for Multicultural Youth. A visit to Ballarat Community Health Sebastopol gave 10 of our volunteers a tour around the facilities and participation in a gym circuit trial.



The project also promotes and supports the quarterly Multicultural Seniors Sport's Day organised by Centacare in partnership with the BRMC HACC team with 30 attendees on average. We successfully engaged Ballarat Community Health for the provision of exercise session on the Sport's Day. The Yoga class held every Monday at BRMC and initiated through the HAA project is another great example and opportunity of healthy and active ageing.

BRMC initiated the Culturally Inclusive Aged Care Community (CIACC) in 2013 with members representing aged care and health professionals. The CIACC promotes best practice for service delivery to members of Ballarat's CALD ageing community. This working group provides a unique opportunity to develop resources and strengthen partnerships with the aged and healthcare sector in the region.

We successfully facilitated the first Filipino Cultural Briefing to SMB nursing students in partnership with the Filipino Community Council of Victoria Inc. and established a partnership with the Maltese Community Council to plan joint Maltese cultural briefings to service providers.

We can look back at a successful year connecting CALD community members with services and actively promoting health and wellbeing and we have a big agenda ahead to continue this positive development in the Ballarat region.

Katja Fiedler
HAA Project Coordinator