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Australian Greek Welfare Society

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

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**23rd Annual Report
1994-95**



AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

23rd Annual Report

July 1st, 1994 - June 30th, 1995

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Senator Jim Short Shadow Minister for Immigration and Ethnic Affairs meeting with Board and Staff members of AGWS.



The Leader of the Opposition, The Honourable John Brumby visiting AGWS in Richmond



The Honourable Peter Baldwin, Minister for Social Security meeting with AGWS Board members.



The Hon. Demosthenes Demosthenopoulos, a member of the parliamentary delegation from the Hellenic Republic, visiting AGWS in November 1995.



Patron

The Honourable Mr. Justice J. H. Phillips
Chief Justice of Victoria

Board of Directors

President	Eugenia Grammatikakis
Vice President	Petros Yiallouris
Chairperson	Peter Katsambanis
Secretary	Popi Kostarakis
Treasurer	Sia Leventis
	Prodromos Haitidis
	Lia Zapparas
	George Konstantinidis

Director

Voula Messimeri-Kianidis

Administration/Finance Unit

Administration Officer	John Lioupas
Finance Officer	Maria Bellos
Receptionist	Nikki Efremidis

Welfare Unit

Co-ordinator	Tina Douvos-Stathopoulos
Grant-In-Aid Workers	Tina Bourekas
Niki Matziaris-Garay	
Aged Care Worker	Peter Panagiotopoulos (<i>til 31.3.95</i>)
	Helen Dimotakis
Workcover Project Worker	Stavroula Stathopoulos

**Employment & Training Unit***Community Based Employment Program:*

Co-ordinator	Phillip Peladarinos
Consultant	Denise Zapantis
Consultant	Cathy Pallis
Consultant	Peter Andrinopoulos

New Enterprise Incentive Scheme:

Co-ordinator	Peter Jasonides
Consultant	Nina Xarhacos-Godbold

Case Management:

Co-ordinator	Con Moraitis
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Landcare & Environment Action Program:

Co-ordinator	Antonios Maglis
Supervisor	Nina Xarhacos-Godbold

Adult Education:

Teacher	Afroditi Nestoros
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Aged Care Unit

Co-ordinator	Lena Dimopoulos
Volunteer Officer	Ilias Babalis
Assessment Officer	Dora Hadjigabriel
	Litsa Stamatakis (<i>till 17.2.95</i>)
	John Lioupas (<i>till 2.3.95</i>)
	Nicky Vlahakis (<i>till 16.12.94</i>)

ADASS

Supervisor	Chris Bellos
Supervisor	Helen Demetrie (<i>March '95</i>)
Supervisor	Max Hatzidimitriou
Generic Aides	Bill Bourbos
	Despina Georgiadis
	Nefeli Hristodoulou
	Nikki Kalogerakis
	Kathy Kotsoglou

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Generic Aides	Ourania Kourelis Marianthi Margaritis
Casual Workers	Elleni Roussos Hellen Russel George Seremetis Antonia Tsoutsouras Mossi Tsountzis George Tzikas

Project Officers

Women's Health Researcher Home and Community Care	Spiridoula Tzintziras Voula Adamopoulos Angela Ouroumis (<i>till 31-3-95</i>)
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Child Care Services

Ethnic Children's Services Co-ordinator	Stelios Piakis
Children's Program Co-ordinator	Leanne Clifford
Child Care Workers	Soula Christodoulou-Allen Christalla Georgiou Anna Grigoriadis Angela Pouloupatis Eva Liarakos Christina Nteris
Children's Services Officer	Faye Sakaris
Mothercraft Nurses	Ruth Silberman Angela Vidinopoulos Roula Mesarvitis
Childcare Cook	Vicky Mesarvitis
Child Care Reliever	Ellie Kargiotis Christina Koumis



**AGWS Volunteers**

Sophie Antonopoulos	Victoria Argyriou
Manuel Boutadakis	Sotiris Dalaklaki
Georgina Evernides	Varvara Fountas
Katerina Galanos	Dimitra Gavrieldou
Stamatia Gerochristou	Vicky Giannikis
Vicky Giardakos	Emma Gould
Vicky Govas	Zaherina Graspas
George Graspas	Koula Haralambos
Mary Haralambos	Helen Hatzimanolis
Angela Haradalos	Suzie Hatzinikitas
Steve Ibrahim	Drosula Kalavriotis
Katerina Kaliogiannis	Effie Kariofilis
Poppy Kefalokou	Georgia Kiannis
Mary Kouskoumbekakis	George Kypriotis
Nella Limberis	Marina Lis
Nick Lykouresis	Mahe Markostamos
Antonia Matarakis	Maria Mavroudis
Nikki Michael	Olga Mimildis
Magdalini Nikolaidis	Theodoras Panagiotis
Andrew Patarakis	Anna Plousiadis
Effie Popp	Andy Prodromidis
Jenny Papaioannou	George Paravakis
Maria Paravakis	Pitsa Prokos
Athanasia Repas	Toula Sardelis
Connie Sidiropoulos	Katerina Skevis
Haroula Spanos	Angeliki Stamatakos
Olga Syvridis	Athanasia Tomciew
Olympia Tomciew	Vayia Theodosiadis
Marina Tsipas	Eleutheria Tzourelis
Danny Tilkerides	Vasilis Vasiliadis
Maria Vasiliadis	Angela Vlachadis
Photios Vlachadis	Iris Young
Xanthe Adamidis	Irene Andrianakis
Yiota Asimakopoulos	John Asimias
Tassia Bandroukas	Martha Bitsolas
Toula Cassimatis	Michael Diamantaras
Foula Didaskalou	Evan Giannakis
Nefeli Hristodoulou	Agni Ioannou

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Jason Traynor	Rita kalabouris
Kiki Kalpouzou	Noula Karathanasis
Helen Kontogeorgiou	Amalia Kotsonis
Nick Koulouris	Nick Koutromanis
Magaret Manolas	Effie Oulis
Maria Papadontas	Patricia Papadopoulos
Soultana Papfotiou	Anna Parellis
Rebecca Provataris	Evanthia Provataris
Panagiota Sotirakis	Poppy Spyridakis
Peter Tolonitis	Yiota Tsartas
Peter Tolonitis	Yiota Tsartas
Kleo Tsoutouras	Maria Voulanas
Ellie Tsipauras	Angela Groubas
Anna Mizirians	Augi Basiliadou
Bessy Mougos	Betty Panagoulis
Chris Yiannoudis	Chrysoula Zakkas
Claire O'Neil	Cryssa Tsolaki
Daphne Gialamantzis	Despina Nikolaidou
Eleftheria Grigoris	Eva Aroroglou
Fotini Lamouzi	Ioannou Lazaris
Kathy Relos	Katie Stathopoulos
Lela Douros	Litsa Maziotis
Maria Topali	Mary Ioannides
Miachael Salipas	Phyllos Zois
Pitsa Tsolaki	Pota Dimitriou
Rosemary Anderson	Rubina Zantalis
Sarah Reed	Sonia Pilipasidis
Sophia Michael	Toula Kyrkillis
Vicky Mihelakos	Vivian Mavroulis
Zoe Mavromatis	





Message From The President

It is with great pleasure that I present the 23rd Annual Report of Australian-Greek Welfare Society. The past twelve months have been extremely busy, most challenging and a time for consolidation across all areas of work within the agency.

It has been a productive and successful year both in terms of provision of services, development and implementation of new programs, advocacy and policy input to government.

Whilst the organisation, through its programs, continued to provide and expand its services to the elderly, those with work related injuries, health and psychiatric problems to mention just a few, it also extended its service provision specifically to the unemployed within our community through the expansion of programs in the labour market area with specific programs such as Contracted Case Management, New Enterprise Incentive Scheme and The Landcare and Environment Action Program.

Ethno-specific organisations such as AGWS are well placed to run such projects given the knowledge, understanding and networks they have within niche sections of our Australian Community and they are able to deliver services in a manner which are linguistically and culturally appropriate as well as cost effective.

Government Departments, State and Commonwealth are encouraged to further explore the possibilities and potential of working with ethnic based agencies in order to achieve equality of outcomes and quality service provision for non-English speaking background communities.

The AGWS services have been well utilized over the last year. There have been a total of 6987 clients accessing the agency across all areas of operation.

Increasingly, the second and subsequent generations are turning to AGWS for employment related services, child-care, family counselling and back-up services to help them look after their elderly parents at home.

Given this increasing demand for specialist services AGWS has positioned itself to effectively run programs to cater to these new emerging needs of the second generation, whilst continuing to focus on the issues of the first generation Australian-Greeks.

Special emphasis has been placed on networking with other services, government and the bureaucracy taking up issues of common concern to all ethnic communities with the purpose of achieving greater access and service provision to NESB people

AGWS has now been in operation for the last 23 years. The agency has grown in response to the demands for services by the Australian Greek community and its increasing relevance and ability to deliver high quality advocacy, policy and specialist services.

In response to this growth, AGWS has bought a building in Brunswick, and will now deliver services from 2 major locations within the metropolitan area: Richmond and Brunswick.

In addition, the AGWS Adult Day Care Centres are operating from the following locations: Sunshine, Clayton, Preston and Box Hill.

As can be seen, AGWS has decentralized its operations, as much as possible, in order to reach the Australian-Greek community with services close to their place of residence. Given the state-wide nature of AGWS however this is not possible with all areas of work as resources are limited.

Purchase of the building in Brunswick has been a significant step for AGWS, one which will aid in mapping the course for the organisation for the next decade. We very much look forward to the move and the prospect of offering additional space for individual counselling, group activities and community events.

I would like to record the AGWS Board's appreciation to our funding bodies, particularly the Department of Immigration and Ethnic Affairs, the federal Department of Human Services and Health, the state Department of Health and Community Services, the state Department of Business and Employment and the Department of Employment and Education and Training. We look forward to their continued support in the coming financial year.

Sincere thanks and acknowledgement of work well done to our dedicated and loyal staff. Many thanks to our Director Ms. Voula Messimeri-Kianidis for her commitment and support throughout a most challenging year. It has been a pleasure working with her.

Finally, a special note of appreciation to all our volunteers who tirelessly provide their services across many programs and last but not least to all the Board Members for their support and encouragement through my first year as President of AGWS. Many thanks also for their contribution to Board Members Nick Danatzis and George Lekakis who have moved on to pursue other challenges.

Eugenia Grammatikakis
PRESIDENT



Eugenia Grammatikakis, the AGWS President at the International Year of the Family function.





Director's Report

This year marks my sixth year at AGWS and in many ways it has been the most challenging and rewarding.

Due to the rapid expansion of services and programs, we have undertaken internal restructuring, establishing the Aged and Disabilities and Welfare Units with plans well on the way for restructuring the Employment and Training operations of AGWS.

In addition, due to the increasing demands by the community, new programs and models of work have been developed to address emerging needs including those of carers, people who are dependent on drugs, mental illness and unemployment. AGWS has been fortunate to attract substantial funds from the state and federal governments in order to help people to gain employment. This we have done with a high degree of success.

In many ways the most challenging and rewarding aspect of the year has been the acquisition of a new building in Brunswick. The Richmond offices are now totally inadequate for the growing demand for services by the community. Purchase of the building has meant that AGWS has taken on a mortgage and because of this the administrative and clerical infrastructure has been kept to a minimum in order to offset the costs. AGWS has maintained its sound financial base in 1994/1995 and is increasingly looking towards corporate sponsorship and some community support, via donations. To this end it has applied to be registered as a Charitable Organisation by the Australian Taxation Department and pending some minor constitutional amendments this will be granted after 23 years of unsuccessful attempts.

AGWS has been fortunate this year to have the strong support and co-operation of the Greek media. Their unwavering commitment to the AGWS programs has enabled staff to gain access to the community so in turn they can benefit from the programs that are offered. My sincere gratitude to Neos Kosmos, To Nea, SBS Radio 3EA, Radio Hellas 3XY, Community Radio 3ZZZ and Community Radio 3CR.

I very much look forward to our continued joint efforts for the benefit of our community.

AGWS I believe, is a vibrant community services agency that has maintained and increased its relevance to the Australian Greek community. Testimony of this is the high level of service use across all programs. A total of 6987 clients have used direct services this year. Nearly half of these, 44%, are new clients. In addition 80 seminars and presentations were held attracting approximately 4000 participants.

AGWS community education ventured into previously "taboo" areas such as sexuality in older age, incontinence, incest and drug addiction. The Australian Greek community surprised us yet again by showing tremendous interest and willingness to discuss these topics.

A special acknowledgment to all our guest speakers at the seminars. There are too many to mention by name here; they were informative, enthusiastic and extremely supportive of AGWS work.

I would like to thank the Board of Directors and particularly Eugenia Grammatikakis, for their expertise, dedication and personal support to me over the last year.

Importantly a special acknowledgment to the many volunteers that have become an integral means through which AGWS services the community.

Finally, I extend my thanks to all the AGWS staff for their commitment, innovation and intelligent application of ideas to new ways of working with our community. They have worked in extremely crowded conditions with limited resources this year. Their patience, high level of co-operation and goodwill has enabled me to persevere and turn difficult circumstances into opportunities for AGWS.

I do look forward to the next year, the move to Brunswick and the prospect of a new era for Australian Greek Welfare Society in its endeavours to serve Australians of Greek origin.

Voula Messimeri-Kianidis
DIRECTOR





A.G.W.S.

A Brief Profile

The Australian Greek Welfare Society was established in 1972 as a statewide community service agency to cater to the needs and advocate on behalf of the Australian Greek community.

At the time of the last Australian Bureau of Statistics Survey in 1991, the Australian-Greek community in Victoria comprised of 127,316 people over the ages of 5. The majority were born in Greece, 60,827; 54,658 were born in Australia; 6,776 born in Cyprus and 2,429 were born in Egypt.

More than 70 % of the total Greek speaking population did not have any qualifications. Only 7.8 % had formal university qualifications. A significant proportion of the Greek speaking population, 76 % had an annual income of less than \$ 25,000. Additionally, 10 % had an income of less than \$ 3,000 per annum. Workforce participation statistics showed that 52 % of Greek speakers were predominantly in unskilled jobs and 10 % were unemployed.

37 % of all Greek speaking people are over the ages of 45 and 3.2 % are over the age of 70 accounting for 4141 people. It is predicted that by the year 2000 there will be approximately 7,000 Greek speaking people over the age of 70.

Most Greek speaking people arrived in Australia prior to 1985 - 53 %. Only 597 people arrived in Australia between 1990-91.

AGWS provides a number of specialist services in order to meet the existing and emerging needs of the Australian-Greek community. They are as follows:

AGED AND DISABILITIES

- Adult Day Care
Operating from : * Sunshine
* Clayton
* Box Hill
* Preston
- In-home respite service
- Recreation for Disabled Program
- Volunteer support programs in which a total of 135 volunteers have been trained and offer services to elderly people.
- Social Support and Community Visitors Scheme

CASEWORK AND COUNSELLING

- Generalist casework, referral and advocacy.
- Specialist counselling to families, people with disabilities and injured workers and vocational counselling

EMPLOYMENT AND TRAINING

- Return to Work Programs focusing on youth, women and older "at risk" unemployed people.
- A number of DEET and State funded programs have been implemented. They include :
 - * Community Based Employment Program (CBEP),
 - * New Enterprise Incentive Scheme (NEIS),
 - * Landcare and Environment Action Program (LEAP) and
 - * Contracted Case Management (CCM)

CHILD CARE AND PRE-SCHOOL EDUCATION

- A 45 place bilingual/multicultural centre.

SPECIAL PROJECTS

- A major carer's research project.
- Women's Health and Cervical Cancer Project.

COMMUNITY EDUCATION

- A total of 85 seminars and workshops have been held by AGWS staff on issues as diverse as carer's needs, non-abuse of drugs and alcohol, income support, heart health and sexuality in older age.

ADULT LEARNING

- English classes targetting middle aged and older people
- Professional preparation courses for injured workers.
- Return to work structured courses for injured workers.
- Training for office bearers of the various women's clubs and Australian-Greek elderly clubs.





COMMUNITY DEVELOPMENT

- Focus on disability, the aged, mental health, retrenched men and non-abuse of Drug and Alcohol.
- Joint programs and partnerships with specialist service providers such as:
 - * Odyssey House
 - * Centre Against Sexual Assault (CASA House)
 - * South East CASA House
 - * East Bentleigh Community Health Centre
 - * Department of Employment Education and Training
 - * Workcover Authority
 - * Interchange
 - * Footscray Psychiatric Hospital
 - * Victorian Transcultural Hospital
 - * Schizophrenia Fellowship



The Honourable Brian Howe and Mrs. Howe with the Honourable Theo Theophanous at the Dinner Dance.

Ms. Trish Worth, Member for Adelaide speak at the AGWS Dinner Dance

Chris Saris announcing the establishment of the AGWS Fundraising Foundation



The Honourable Michael John, Minister for Community Services at the yearly function.

WELFARE SERVICES

Drugs

- AGWS was at the forefront of raising the awareness of the community with regards to "Drugs in the Australian-Greek Community".
- Seminars were conducted in conjunction with the Ethnic Liaison Unit of the Victorian Police in the Inner, Southern, Western and Northern regions. A total of 500 people attended.
- A one off special initiative project "Drug focused Parenting Program" run by Odyssey House and AGWS, was first trialled in Melbourne.

Seminars

- In addressing the needs of the community, the AGWS Welfare Unit organised 40 seminars in the last financial year in addition to
- 30 presentations (including those in association with other agencies and professionals) to existing support, social and specialist interest groups.

Youth

- Involved with the Ethnic Youth Issues Network where much enthusiasm exists with the prospect of joint work with AGWS in addressing youth issues.

Men's Health

- Breaking new ground in addressing issues relating to men's health and sexuality in older age.

Media

- Extensive negotiations resulted in regular monthly columns in both leading Australian-Greek print media - "Ta Nea" and "Neos Kosmos".
- Strong links with the media - AGWS is often consulted on many issues e.g. domestic violence, mixed marriages, mental health.

CHILD CARE CENTRE

- The centre has established an Accreditation Sub-committee with participation from parents, staff and management. The sub-committee's role has been successful in co-ordinating the whole of the accreditation process.





- A formal Parent's Committee has been established.
- The centre has been fully utilised throughout the year.
- Utilization of our multicultural child care services expertise in sensitizing other service providers to the needs of Greek speaking children.

COMMUNITY BASED EMPLOYMENT PROGRAM

- Met target of 225 placements 2 months prior to completion of the year.
- Job Search seminars for Casey College of TAFE, Outer Eastern College of TAFE, RMIT. Jobsearch Seminars for the Australian-Greek community.
- Development of extensive network with other employment and training providers, government bodies, media, business people and business groups.
- Development of a strong and experienced training team in the area of employment related issues as well as experienced employment consultants.

NEW EMPLOYMENT INCENTIVE SCHEME

- A.G.W.S. is the first ethno-specific organisation to be awarded the status of Managing Agent.
- A.G.W.S. has secured funding for N.E.I.S. programs for 3 years.
- The vast majority of N.E.I.S. participants (from the two programs completed to date), have either established their own business or are in the process of doing so.
- All the businesses established have the potential for growth and scope for recruiting staff hence contributing to reducing unemployment

CASE MANAGEMENT

- AGWS has established a competitive Case Management service.
- The service has placed 10 clients into employment and/or training in the space of 7 months and
- has provided assistance, support and counselling to 75 clients who are longterm unemployed.

LAND & ENVIRONMENT ACTION PROGRAM

- Of the 15 participants selected to undertake the program, 8 have secured fulltime work or gone to further study. One more participant is likely to be accepted into a tertiary course in the next few weeks which will bring this number to 9.

- The outcomes achieved by this program make it one of the most successful programs brokered by the Department of Business and Employment with federal funding from DEET in 1995.
- Based on the success of the 1995 program we have negotiated for another LEAP for 1996 and are confident of receiving funding.
- The program has culminated in the production of a publication (by participants) documenting Greek migration to Australia and will be available for distribution to community organisations, educational institutions and libraries.

VOLUNTEER PROGRAMS

- There are 135 active volunteers within the Aged and Disability Services Unit. This marks an increase of 60% in the number of volunteers compared to the previous year.
- Development of "Pro-Links", a new volunteer program targetting younger disabled people and those with advanced dementia.
- Establishing "Regional Support Groups" for volunteers.
- Extending the involvement of volunteers across all AGWS units.

"MERIMNA" & AGED SERVICES

- The opening of a new Adult Day Care Centre in Box Hill
- Expansion of In-home Respite Services.
- Setting up a State-Wide Home And Community Care Services Support Group
- Expansion of " Loan Worker Scheme "
- Expansion of the Community Visitors Scheme
- Research into out-of-hours respite services.





Aged And Disability Services Unit

Over the last year there have been a great number of changes at A.G.W.S. ranging from internal restructure of aged/disability services provision to the expansion of existing services. A.G.W.S. now has an Aged and Disability Services Unit which incorporates 'Merimna', Social Support, Community Visitors Scheme, Commonwealth Respite for Carers Programme and the outposted Alzheimer's Counselling for Carers project.

'MERIMNA'

'Merimna' consists of 4 Adult Day Care Centres which cover the Melbourne metropolitan area. The most recent addition to this service is the Eastern region centre, which opened in April 1995, and is currently running from Box Hill.

The centres operate 6 days per week and cater to approximately 130 clients. For the last year we have had to develop waiting lists due to the great demand on services and although carers and clients are informed of other options, such as mainstream and multicultural centres, the vast majority prefer to wait until they can get a place in 'Merimna'.

In order to reduce waiting time and meet the demand for service, 'Merimna' has trialled a 'Loan Worker Scheme' in the Northern and Western regions. The scheme has now been funded to operate until March 1996 in the Eastern region. Due to a lack of growth funds for the other AGWS centres, AGWS is assisting mainstream providers to integrate clients of Greek background into their programs by providing a 'Merimna' worker, for eight week periods. During this time, the 'Merimna' worker assists the Australian-Greek clients to integrate into the centre's program and informs the centre staff of ways in which to make their service more culturally responsive and accessible to the Australian-Greek community.

'Merimna' clients receive the personal care and assistance they need to continue living independently. A.G.W.S. staff provide counselling and links for them into appropriate services. Clients are reviewed regularly and are encouraged to make suggestions in the operation of all 'Merimna' services.

- Carers of 'Merimna' clients are also a target group for A.G.W.S. They receive individual support through AGWS respite services, counselling services and carers groups, which are currently expanding. Carers opinions are formally sought through a formal review process, which examines their changing needs and ways to continually improve services to better meet individual circumstances.
- Flexibility and individually tailored services to meet the needs of clients and carers is a main feature of the In-Home Respite and Recreation for Younger Disabled program (funded by the Commonwealth Respite for Carers program). These services operate 7 days a week, 52 weeks a year.

The In-Home Respite Program can be accessed on a regular weekly basis, occasional basis or during a period of crisis. Many carers look forward to their 'time-out' during the week or enjoy the luxury of planning a night out on the weekend, feeling confident that the person they are caring for will be looked after by a worker with whom they are familiar. The success of this program has been due to AGWS's ability to provide the same worker to clients over lengthy periods of time and match clients/workers of the same gender where this has been requested. One of the common complaints clients/carers were initially making to AGWS regarding reluctance to use general respite services, was the lack of continuity in workers each week.

The Recreation for Younger Disabled program gives clients the opportunity to take part in recreational activities they enjoy. The A.G.W.S. worker, in consultation with the client, plans a schedule which may include activities the client already enjoys or would like the opportunity to try.

The clients on this program receive regular weekly or fortnightly visits. As a result of the program, many clients have become more independent and confident about getting out in the community again and have developed new interests or rekindled old ones.

A distinct feature of all AGWS programs is that clients are not first generation only. Many of the younger disabled clients are second and third generation who wish to receive services from an organisation that fully understands their cultural needs.

SOCIAL SUPPORT AND COMMUNITY VISITORS SCHEME

These two programs cater for the social, emotional and psychological needs of the isolated Australian-Greek community who live at home alone or in a nursing home. A.G.W.S. relies on its valued volunteers to cater for the needs of the socially isolated. Volunteers undergo on-going training and support from A.G.W.S. staff and other trained volunteers on a regular basis. The agency now has 135 volunteers who are forming regional support groups.

The majority of AGWS clients are in the Melbourne metropolitan area. AGWS also caters to a number of isolated older people in nursing homes throughout rural Victoria.

The Social Support program caters to approximately 70 clients. Regular reviews of the program have identified needs in areas such as transport, access to medical appointments, banking, shopping and socialisation. In 1996, the program will be expanding to cater for such needs and a pool of volunteers will be put through a training program to cover such issues as safety/security when transporting clients, personal care and transfer techniques.

The Social Support program is expanding and new demands are being placed on the volunteers in the program, AGWS is developing specific training modules which are aimed at enhancing the duties and the role of the volunteers.





The Community Visitors Scheme has expanded from 30 places in 1993-94 to 47 this current year. Many of the clients on this program suffer from dementia and/or psychiatric illnesses, which has led to the development of the 'Pro-Links' training program.

Volunteers who enter the 'Pro-Links' program undergo intensive training in understanding dementia and a variety of psychiatric illnesses, to assist them in better coping with clients who may present with challenging behaviours, or need a great deal of motivation or stimulation during a visit. This program is designed to assist both the client and volunteer to get the most out of their visit. Presently clients with moderate to advanced stages of dementia, comprise 30% of those on the Community Visitors Scheme.



Daphne Gialamatzis, one of our dedicated volunteers



Community Visitors Scheme volunteers at training.

ADVOCACY, COMMUNITY DEVELOPMENT AND EDUCATION

During the past year AGWS has continued its work with mainstream generic and multicultural services to sensitise services and the needs of the non-English speaking background communities. The Eastern region has been a main focus for this work due to the low usage of HACC (Home and Community Care) services by the Australian-Greek community.

A.G.W.S. has been instrumental in establishing a successful State-wide HACC Ethnic Services Group which meets bi-monthly to discuss policy and program issues related to services for the non-English speaking background communities. Metropolitan and rural agencies/providers are involved and the group is open to smaller ethno-specific agencies who may not be receiving HACC funding, as well as multicultural service providers.

A.G.W.S.'s role in educating mainstream providers about the needs of the Australian-Greek community has involved running training sessions for HACC and residential care services. The 'Loan Worker Scheme' not only assists mainstream providers with the 'hands-on' work with Australian-Greek clients, but also provides the staff with a 'sounding-board' regarding ways in which to change the culture of their service, making it more accessible to the Australian-Greek community, which then will assist the mainstream provider in attracting more Australian-Greek clients and thus help them remain in the program.

In the 'Pro-Links' programme, AGWS has a number of non-Greek speaking background volunteers, usually social work and psychology students, who are linked to the Greek speaking background volunteers. This allows them the opportunity to increase their cultural awareness before participating in field work.

RESEARCH INTO OUT OF HOURS RESPITE

AGWS was involved this year in a research project in conjunction with Victorian University of Technology. Research has been conducted examining the need for out of hours respite care to the Australian-Greek community in non-residential care facilities by a student while on placement to AGWS.

Service providers, clients and carers were interviewed and the main findings of the project were that :

- clients and carers prefer Greek specific services to be set up, possibly attached to existing Australian-Greek Adult Day Care Centres ;
- individual rooming facilities in a home-like environment is preferred;





- clients wish to have an increased opportunity to spend time with other Australian-Greek people with similar life experiences, would like Greek cuisine, bi-lingual/cultural workers, Greek entertainment, a nurse on staff and freedom to practice their religion;
- the overwhelming majority of services indicated that the Australian-Greek community was not utilising their services and that there were major issues regarding information publicity in languages other than English. More cultural awareness was needed by staff and there is a lack of bi-lingual workers.

The 'Loan Worker Scheme' which A.G.W.S. offers to mainstream providers, will help address some of the access issues providers are facing with Australian-Greek clients, but the clear message from clients, carers and some mainstream providers is that an ethno-specific service is preferable to meeting the complex respite needs of the Australian-Greek community.



Activities at the Adult Day Care Centres

AGWS has responded to the issues of high unemployment amongst the Australian-Greek community by undertaking a number of State and Commonwealth initiatives aimed at reducing the levels of unemployment.

These programs include :

- The Community Based Employment Program (CBEP) funded by the State Department of Business and Employment (DBE).
- New Enterprise Incentive Scheme (NEIS) funded by DEET.
- Contracted Case Management funded by the Department of Employment Education and Training (DEET).
- Landcare and Environment Action Program (LEAP) funded by DEET and brokered by the State Government through DBE.

CONTRACTED CASE MANAGEMENT

AGWS has been accredited through the Employment Services Regulatory Authority (ESRA) to provide a case management service to unemployed clients. Case Management has been introduced by the Commonwealth Government to assist long-term unemployed job seekers (or those who are at risk of becoming long term unemployed) into a job. The Australian Greek Welfare Society has been contracted since April 1995 to provide the service to Greek speaking job seekers.

It has been realised through casework that the barriers faced by long term unemployed people, particularly by non-English speaking background people are varied and complex. They are not attributed merely to factors relating to a decline in the job market or unsuccessful job search skills. NESB unemployed people experience physical, emotional, economic, cultural and linguistic constraints which prohibit them from fulfilling their employment potential. Consequently, these factors have left them stranded on the margins of the mainstream labour market. A great proportion of Australian-Greek unemployed, particularly mature aged, belong to this category and their concerns and needs have not been successfully addressed.

Hence the fundamental aim of AGWS Contracted Case Management is to provide specialized support and assistance to those disadvantaged, 'marginalised' clients and further educate them about work opportunities and options. Specific assistance offered by AGWS includes :

- approaching employers on client's behalf;
- matching the client to vacancies held by the case manager and the CES;
- job search techniques;
- referral to appropriate CES programs and training courses;
- assisting with general employment related matters;
- confidence building;
- post employment support and work experience placements;
- general and employment specific counselling.

Employment And Training Unit





Case Management is another significant step in the provision of employment and training services to the community. Through AGWS, the Australian-Greek community has open access to this important program which is culturally and linguistically responsive to their needs and aspirations.

COMMUNITY BASED EMPLOYMENT PROGRAM

The Community Based Employment Program, which is funded by the State Government through the Department of Business and Employment, is in its second year of operation.

The Program has been operating since March 1994 and the demands for the employment services it provides have grown considerably. Between April 1994 and September 1995, over 1300 unemployed people have registered with the Program; approximately 450 clients have successfully gained employment.

Unemployment among the first and subsequent generations of Australian Greeks is high. Those with low literacy and low skills are at risk of remaining unemployed for long periods of time. This Program is an initiative which assists people of Greek background to find employment.

The aims of the Program are, to provide :

- vocational advice;
- assistance in gaining employment;
- post placement support;
- referrals to specialist services;
- an awareness of employment services, options, potential solutions and strategies;
- information to employers about government programs and subsidies;
- pre-screening, placement, monitoring and post-placement support;
- support to clients with resume preparation and letter writing for job vacancies; and
- training to enhance interview skills and maintain motivation.

The Program has initiated a number of projects aimed at giving clients pathways and options to increase their job prospects. Some of these projects are described below.

- A nine week small business course was conducted between November 1994 and January 1995 that gave clients who were at risk of becoming long-term unemployed, the opportunity to gain access to a small business course in both Greek and English. Most clients were at risk because of their low levels of formal education and low literacy levels.

- Youth unemployment is a concern to the whole community. It is evident today that young people face a number of obstacles when trying to gain employment. In November 1994, a professional preparation course was organised by the CBEP geared towards university graduates. The graduates were provided with an extensive range of skills including CV writing, interview skills, presentation and dress code. Participants on the course returned some very positive feedback, and a high proportion of participants did go on to employment following the course.
- AGWS provided consultancy services to RMIT and to Casey College of TAFE on job search techniques and CV writing skills for recently arrived migrants participating on their English for Vocational, Education and Further Studies and English Occupational Purpose classes. Most students in these classes were professionals with a high level of English proficiency. Clients then accessed AGWS services for individual work on their CV and assistance with their applications.
- One of the priorities of the CBE program is to provide job search skills to the unemployed. AGWS has developed a Job Kit which provides a comprehensive guide on the various aspects of job search. It also provides practical examples of CVs, letters, interview questions and analyses of job advertisements.
- Employers with whom AGWS has liaised over the year continue to give their strong support to the program. The CBE program provides information to employers regarding government subsidies, labour market programs and other relevant information.
- An extensive employer mailing list has been developed which includes approximately 600 business contacts. These employers have greatly contributed to the success of the program by providing employment for disadvantaged unemployed people who are clients of the program.

NEW ENTERPRISE INCENTIVE SCHEME

The New Enterprise Incentive Scheme (NEIS) is one of many labour market programs offered by the Department of Employment, Education and Training. It provides unemployed people (who are registered as unemployed and over the age of 18 years), with the opportunity to undertake an eight week comprehensive training program, on all facets of establishing, running and promoting a small business. Whilst completing the training component, participants receive a fortnightly NEIS Allowance, and on completion, participants (whose business ideas are deemed as viable), are then put on Income Support which they receive for a further 12 months. Furthermore, a highly qualified business person, a mentor, is allocated to each participant to provide support, advice and counselling during the first 12 months of business operation.





NEIS was granted to AGWS initially as a pilot program. AGWS is the first ethnospecific organisation to be granted Managing Agent status, along with a number of Migrant Resource Centres.

The eight week NEIS training programs have been conducted bilingually (Greek & English), and therefore trainers, have needed to be fluent in both languages. Initially trainers, professionals and business people who contributed to the training programs, did so on a gratis basis. Trainers conducted their own research, compiled relevant material and delivered their respective topics.

The initial pilot program proved very successful and comprised a diverse group of participants who varied in age, background and business ideas. Some of the ideas included recycling wood into furniture, the development of a specialised magazine for aged Australian-Greeks, manufacture of skin care products, importation of writing instruments, manufacture of traditional Greek food, tennis coaching for underprivileged children and adults, manufacturing of hair care products, provision of acupuncture services to the Australian-Greek community and a host of other businesses. Participants also varied in their level of education as well as their knowledge of Greek and English. Some were fluent in Greek and had a basic understanding of English and vice versa, so it was necessary to have bilingual trainers to cater for these varying needs.

The success of the AGWS NEIS pilot and subsequent program was directly attributed to the hard work and commitment of all concerned including the training provider, trainers, mentors and other business professionals who contributed their expertise.

AGWS has demonstrated its ability as a provider and has secured funding for NEIS for a subsequent three year period, with an expected annual outcome base of 60 businesses.

L.E.A.P. AUSTRALIAN GREEK ORAL HISTORY PROJECT

This year the Australian Greek Welfare Society was successful in securing funding from the Department of Business and Employment for a Land Environment Action Program (LEAP) entitled " Australian Greek Oral History Project ".

The main theme of the project, was Greek migration to Australia. The participants on the project compiled a publication based on interviews which they conducted with members of the Australian-Greek community about their respective migration experiences.

The project commenced in May 1995, and concluded in November 1995. It was specially designed to assist long term unemployed youth in gaining a diverse range of skills which would assist them towards employment or further study.

As Managing Agent and Sponsor, A.G.W.S.'s role was to ensure the effective delivery and administration of the six month training program which, in addition to project activities, consisted of specific core modules of accredited training, delivered by AGWS staff and elective modules of formal training at the Royal Melbourne Institute of Technology as well as work experience.

Fifteen participants, predominantly of Greek background, and ranging from 15-20 years of age, were selected by A.G.W.S. in cooperation with the Lalor Youth Access Centre to undertake LEAP.

A.G.W.S. appointed R.M.I.T. (Brunswick Campus), to deliver several of the main training components including Computing, Research and Writer Skills and Occupational Health and Safety.

A.G.W.S. delivered Workplace Communications, Job Search Skills, Conservation Concepts and Problem Solving, and supervised the delivery of the First Aid Certificate.

In addition to the formal training, participants undertook two weeks of work experience with various employers, giving them exposure into a range of work environments.

During the program, 9 participants secured full time work or moved on to further study. The D.B.E. representative overseeing the project has indicated that the outcomes achieved by this project make it one of the most successful projects brokered by the Department during 1994-95.

There will be an official launch and graduation ceremony in February 1996, to celebrate the successful completion of the project.

SEMINARS: "Marketing Yourself Into a Job"

In March 1995, AGWS was successful in obtaining funding from the Department of Employment, Education and Training to offer a series of two day seminars as part of the Jobtrain Program. The aim of the seminars was to equip jobseekers with the necessary skills and knowledge to self canvass employers in order to gain employment. The seminars covered the Preston/Northcote, Epping and Box Hill/Camberwell/Nunawading regions.

The target group was predominantly Australian Greek jobseekers who had been registered with the CES for a minimum of 18 months. Two seminars were conducted in each area, one in Greek targeting the first generation and one in English targeting the second and subsequent generations.

The seminars dealt with issues such as, job seeking skills, marketing the unemployed, CV/resume writing, employment applications, interview techniques, presentation/body language, self esteem/motivation and career planning. The program was successfully implemented and participants gained the necessary skills to assist them in their job seeking effort.





ADULT EDUCATION

AGWS has a strong commitment to providing learning opportunities for the Australian-Greek community, and specifically to disadvantaged first generation groups - middle aged, unemployed men and women and isolated elderly.

Funding has been provided by the Adult, Community and Further Education to run two English classes. The participants have had the opportunity to build on their existing occupational, educational and social skills in order to interact more effectively within the community.

In many cases, these classes have acted as "bridging" courses to further mainstream study, having provided the first initial step in the formal learning process.

An improved level of confidence and self-esteem in participants on the program, has resulted in reduced level of isolation, by an extension of networks and new skills.

Through consultation with the Adult, Community and Further Education and the Australian-Greek community, AGWS has acknowledged the shift towards vocational courses and has begun the process of adapting its delivery of these courses to meet this changing trend.

Accreditation:

AGWS has been successful in obtaining formal accreditation from the State Training Board of Victoria to conduct existing accredited courses under the Special Intervention Program and is currently in the process of obtaining accreditation for the Certificate of General Education.

With this accreditation and the shift towards vocational training, AGWS will be better equipped to meet the needs of adults and to maintain a focus towards life-long learning.



The Honourable George Veis, Consul General of Greece in Melbourne and the Honourable Simon Crean, Minister for Employment, Education and Training at the graduation of the pilot NEIS project pictured here with Peter Katsambanis, AGWS Chairman and Voula Messimeri-Kianidis, Director

Welfare Unit

The Australian Greek Welfare Society continues to provide direct services to the Australian-Greek community throughout the metropolitan area (Victoria). The demand for services has increased highlighting the needs of the community, and the importance and relevance of the work undertaken to meet these needs.

Direct services which are provided by AGWS include crisis intervention, individual and family counselling, information dissemination, practical assistance, advocacy and support to clients. The main issues of concern include : family breakdown, domestic violence, income security, health needs, parent/child conflicts, accommodation, legal matters, disabilities and mental health, isolation and aged care.

Direct service provision has enabled the welfare unit to identify emerging issues such as men's health and issues relating to substance abuse amongst youth. Ongoing evaluation of trends, the modification of current services and the use of new strategies to support, inform and educate the broader community have been essential to meeting the needs of the Australian-Greek community.

Consultation with mainstream community services and Government Departments has ensured the efficient co-ordination of services to the client group and increased effectiveness of case management and networking with other professionals. In addition there has been a great emphasis on working through the Greek media, regarding community education and sensitization around issues to do with domestic violence, drugs, unemployment and mental health.

FAMILY AND WOMEN'S ISSUES

The breakdown in communication, increased conflict between family members, external demands placed on individuals, unemployment and financial difficulties are increasingly impacting on families and contributing to their breakdown. The issues of domestic violence and sexual assault, drug and alcohol abuse, mental health, aged care issues, parenting difficulties, stress and depression are all indicative of the changing needs of the community. The issues of access to services and the lack of appropriate resources contribute to the difficulties experienced.

The problem of domestic violence continues to affect many families within the Greek community. Approximately 2-3 contacts per week are made with clients, women and children who are victims of family violence. Further to the individual support and counselling services available, AGWS has provided education to inform the community of the issues and the supports available. This has involved preparing articles for the newspapers, radio interviews and presentations to women's groups.





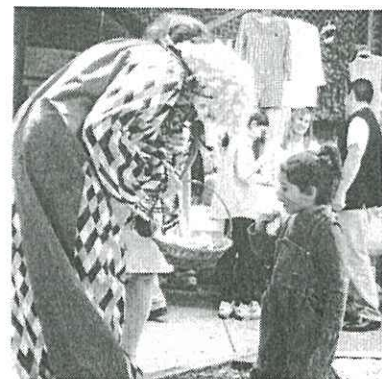
Given all the above issues the welfare unit has employed the following strategies to further enhance its community development work:

- Monthly contributions to "Neos Kosmos" and "Ta Nea" newspapers. Articles to date include : domestic violence, mental health, depression, workcover, training and retraining opportunities, prostate cancer, sexual assault, men's health and aged care issues.
- Seminars targeting the Inner, South-Eastern, Western and Northern regions to increase access to information and services.
- Presentations on various issues targeting existing groups for the elderly and women.
- Special Interest groups are developed, with a focus on structured programs to provide relevant training, information and education. For instance, the development of the Parent Support Group and the Women's Self Development Group.

Some of the topics covered in seminars and presentations include :

1. Personal development
2. Parenting
3. Domestic Violence
4. Drug and Alcohol
5. Work related issues / Retraining / Workcover
6. DSS information / entitlements
7. Carers issues
8. Prostate cancer and other health issues.

To celebrate the International Year of the Family, AGWS organised a festival for Greek families. Recreational cultural activities and information regarding services formed the basis of the festival. A total of 300 people joined in this successful activity.



Activities at the International Year of The Family Celebrations

WORKING WITH THE COMMUNITY

PARENTING SUPPORT AND EDUCATION

The need for parent education and support has increased considerably. Parents have expressed their concerns about the disruptive behaviour of their children, breakdown in communication, increasing conflict between parent and child, difficulties with discipline and the cultural clashes challenging values and roles. The establishment of the Parent Support Group enabled participants to become informed about parenting styles, responsibilities of parents and children and encouraging better communication.

Further to this, an education campaign in the Southern region was undertaken in collaboration with the East Bentleigh Community Health Centre. The provision of information was possible through the organisation of 4 seminars for parents. Currently, work is being undertaken to develop a culturally specific and relevant parenting kit which will be relevant to future education and training of Australian-Greek parents.

DRUG AND ALCOHOL ABUSE

In recent times the issue of substance abuse has been of great concern and relevance to the Australian-Greek community. AGWS and other mainstream and community groups are concerned about this serious and escalating problem within the community.

Increasingly, families are contacting AGWS to seek information and drug education, the difficulties families are expressing due to their child's drug dependence, as well as the need to become aware of supports and services. The community is also expressing its concern about the effectiveness of current services and the relevance of the law in dealing with the problem of drugs.

A concentrated effort was made jointly by AGWS, Odyssey House and the Victorian Police, with the support of community agencies, to organise seminars in the South-Eastern, Northern, Western and Inner regions. Information was presented regarding the legal, medical, welfare and treatment methodologies thus allowing active community input. Overall, over 500 hundred people attended the seminars.

Recognising the limited support and information available to parents, AGWS, Odyssey House and the Centre for Adolescent Health developed a parent program. The first program involved the parents from 9 Australian-Greek families who focused on drug education, problem identification and problem solving.





WOMEN'S ISSUES

AGWS strongly supports the development of Australian-Greek Women's clubs. To this end, active resourcing of the clubs has been undertaken including organisation of seminars and presentations.

Topics included :

Health Issues

- depression;
- breast and cervical cancer; and
- importance of recreation to health.

Social Issues

- domestic violence;
- DSS entitlements;
- availability of services;
- women and ageing;
- parenting.

Personal Development

- training programs to increase self-esteem;
- self-confidence;
- conflict resolution skills;
- anger management skills.

AGWS also supports groups with issues related to funding and administrative concerns. Strategies undertaken to reach a greater number of women include mail-outs, one-to-one contacts, attendance at groups to review needs, distribution of questionnaires regarding needs and the use of ethnic media.

The theme for this year's Greek International Women's Day was "Middle Aged Women & The Third Age". Over 150 women attended the event where they were entertained by Greek poets and musicians. Guest speakers addressed issues relating to training and retraining, women's health and ageing. Representatives of women's groups contributed to proceedings by sharing their experiences and views on ageing. It was a very moving and powerful gathering.

DISABILITIES:

When a family member is diagnosed as having a disability, the whole family is affected. Individual family roles change, as do perceptions of interaction with the general community. Within the Australian-Greek community, this impact is compounded by the limited proficiency in the English language, the 'stigma' associated with the disability and a general lack of knowledge about disability, which leads to the overall lack of awareness about community supports.

For this reason, AGWS has focused on providing the Australian-Greek community with much needed education and information of disabilities and community supports. This has been achieved by the extensive use of media, presentations to existing specialist interest groups and the organisation of information seminars in various regions, with a focus on the western suburbs of Footscray and Sunshine. This has been achieved with assistance and co-operation from the Footscray Psychiatric Hospital.

AGWS has worked co-operatively and effectively with a number of organisations to bring about changes in policy and service delivery by mainstream organisations. The changes have included the enhancement of systems to improve access to services by the Australian-Greek community, the identification of the needs of ethnic workers, the resourcing of policy committees and working parties to ensure a proactive approach to disability and general educational needs of the Australian-Greek community.

Such organisations and committees that AGWS has worked with over the past year include:

- the Australian Greek Association for People with Disabilities;
- the Victorian Transcultural Psychiatry Unit;
- the Footscray Psychiatric Hospital; and
- Interchange.

Greek Psychiatric Carer Support Groups in Richmond and Oakleigh were all important resources to families caring for a family member with a psychiatric disability. The support groups which are now in their 5th year of operation, have demonstrated the importance to these families of a forum where common concerns may be discussed. The group's members, in addition to receiving support from the group facilitator, provide valuable support to each other.

This year AGWS has put some effort towards identifying the needs of its clients in other areas such as depression, stress management, motivation and recreation for people with a disability, their carers and family members. Some of these areas have already been addressed with presentations to a number of women's and elderly people's groups in the Melbourne metropolitan area. Meaningful occupation and recreation for people with disabilities is a major challenge for the community services sector.





MIDDLE AGED RETRENCHED GREEK MEN

This project is funded by the Department of Immigration, Local Government and Ethnic Affairs.

The program focuses on middle aged retrenched and unemployed Australian-Greek men. Activities undertaken by the project during the year have included the establishment of support groups, counselling, referral, community education, access to training and facilitation of retraining.

The principle aims of the program are to educate and inform the target group on various retraining programs offered by the Department of Employment, Education and Training as well as other training providers and encourage participation in retraining and community programs which will assist in their return to work.

With the existing rate of high unemployment among middle aged Australian-Greek men, chances for employment are limited, particularly in an environment where manual labour is being replaced by automated technology. There are very few options for employment, generally for this age group of clients and more so those who have non-transferable skills, low literacy in English and Greek or no literacy at all and a latter period of long term unemployment. Training and retraining of this client group to re-enter the workforce is a major challenge for AGWS through this program.

AGWS has maintained a strong working relationship with Government bodies such as DILGEA, CES, DEET, DSS as well as MRC's, TAFE Colleges, Skillshares and services operating through AGWS, such as CBE, NEIS and Case Management in order to develop strategies to encourage participation of the target group in new innovative and creative training programs.

In evaluating the needs of this client group in the 3 regions of Oakleigh, Lalor and Footscray, AGWS found the following :

- that social and recreational activities/programs are a positive means of educating, informing, encouraging and motivating people to seek training and development;
- health issues generally are very important to all members of each group in each region.
- Family dynamics and dealing with family conflicts was of critical importance in maintaining self-esteem
- Information about dealing with psychological and stress related problems was an important factor in enabling group members to cope with unemployment.

In response to the findings, a number of seminars and workshops were conducted in the following areas :

(A) FOCUS ON EMPLOYMENT

- CES / DEET Services / training;
- DSS Entitlements;
- CRS Training;
- Job-search skills;
- Curriculum Vitae writing;
- Small business establishment;
- Budgeting;
- CBEP - Community Based Employment Program service profile.

(B) FOCUS ON COPING MECHANISMS

- Self Esteem;
- Coping with Stress;
- Coping with Pain;
- Relaxation;
- Anger Management;
- Conflict Resolution;
- Improving Family Relations.

INJURED WORKERS

AGWS has been working extensively with injured workers for many years. This year, the focus has been on support groups, community education and individual casework.

The Injured Workers Program targets Greek injured workers throughout the Melbourne metropolitan area. This program has delivered specialist training in the main metropolitan areas of Melbourne. The delivery of training across these areas has given many isolated injured workers access to the program. Training has been detailed and structured to prepare injured workers to move on to further training and employment or support groups which provide further information provision and referral to appropriate labour market services and entitlements.

Many of the injured workers on the program have dual or multiple injuries which significantly disadvantage them in securing employment. The majority of injured, lack self-esteem and confidence and encounter problems when attempting to return to work. Typical problems are centred around age, lack of proficiency in English, physical disability and illiteracy in both English and Greek.





Much of the casework conducted by staff within the program centres around issues associated with the WorkCover Conciliation Service difficulties, communicating with solicitors, frustration with the WorkCover system and employers' refusing to accept a return to work.

Group work is a primary area of work within the program. The success of these groups, the "WorkCover Support Groups", has been highlighted by the increasing number of people attending the "Northern Group". Over the past twelve months, this group has taken an active role in structuring its own program. This has led to a number of workshop sessions on subjects such as : motivation, self-esteem, job searching techniques, vocational English, WorkCover rights and obligations and agency visits. The support groups have contributed a great deal to the members' knowledge of access and equity. Visits to the Commonwealth Employment Service, Department of Social Security, local Council and local libraries have also allowed members to be informed of their rights and in some cases to return to work.

SENIOR CITIZENS CLUBS

AGWS resources a large number of Australian-Greek elderly clubs throughout the Melbourne metropolitan region. The support provided is twofold : resourcing committees on management issues, the dissemination of information on aged related issues, education campaigns on income security, use of minor tranquilizers, respite opportunities, carer issues, safety within the home, dementia and general health, accommodation, recreation, isolation and community support structures for the elderly.

The successful establishment of two new Australian Greek Seniors' Clubs highlights the ongoing need for social and recreational support for the aged within the community. These new clubs are Cranbourne / Hampton Park and Berwick Seniors' Clubs which now provide positive experiences to participants in the outer suburbs and ensure access to services. Co-ordinated efforts with the Association of Greek Elderly Clubs of Melbourne and Victoria have been essential in effectively targetting the needs of the ageing Australian-Greek community. AGWS looks forward to a continuation of this collaboration.

STUDENT PLACEMENTS

AGWS has accepted a number of student placements this year from three of Melbourne's major universities. Students have been accepted from the University of Melbourne, La Trobe University and the Victorian University of Technology. Social work students have had opportunities to undertake research, casework, community development and community education.

Some of the initiatives undertaken by students while on placement with AGWS include :

- research project into the needs of the aged and a mapping exercise on existing Elderly and Women's groups to identify gaps in services;
- consultations with staff and other major Youth Services about a research project into Ethnic (Australian-Greek) Youth, needs and gaps in current services;
- joint project with the Centre Against Sexual Abuse (CASA) to develop a Greek language booklet for survivors of sexual assault.
- preparation of materials and resources for the parent support group, personal development program to Australian-Greek women, middle-aged unemployed/retrrenched men's group;
- direct service delivery including : crisis work, long term and short term casework, counselling and co-management of client advocacy and support.

AGWS places great value on student placements and looks forward to future collaboration with the universities and other tertiary institutes.



Support Group, Excursion to Queenscliff, October 1995



Niki Matziaris-Garay, AGWS GIA Worker, speaking at the International Women's Day 1995

AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ





Special Projects

CARER'S NEEDS RESEARCH

This year the Australian Greek Welfare Society and the Key Centre for Women's Health in Society at the University of Melbourne commenced a research project into the health and social experiences of carer's in Australian-Greek families.

The project is funded by the Bureau of Immigration, Multicultural and Population Research. This one year research project is to be completed in early 1996.

The aim of the project is to examine the experiences of Australian-Greek families who are involved in caring for an elderly person so as to :

- identify the issues that impact on caring needs;
- examine whether acceptance of the role of caring for an elderly person has changed over time; and
- identify the future prospects for continuing care provision by Australian-Greek families.

It is hoped that the findings will provide important information that will:

- inform A.G.W.S. on how to support the Australian Greek community in this area;
- initiate changes in health and community service provision;
- help to address issues of women's health generally and non-English speaking background women in particular;
- measure responsiveness to the National N.E.S.B. Women's Health Policy; and
- assist in the development of a care model for application with other N.E.S.B. groups.

The goal of this project is to provide a quantitative and qualitative analysis of the personal and social parameters of the costs of caring in Australian-Greek families. Findings from this study could have an important impact on state and national health services planning.

To date, all questionnaires have been finalised and a total of 300 carer's and non-carer's have been interviewed. It is anticipated that the report will be released in early 1996.

Steering committee representation for this project is as follows:

Dr. Carol Morse (Deakin University, Chief Researcher)
Dr. Rosario Lampugnani (B.I.M.P.R.)
Susan Feldman (Key Centre for Women's Health in Society)
Dr. Hilary Schofield (Victorian Carer's Program)
Maria Damaskopoulou (Carer)
Voula Messimeri-Kianidis (A.G.W.S.)
Popi Kostarakis (A.G.W.S.)

PROGRAM FOR THE PREVENTION OF CANCER OF THE CERVIX

The Australian Greek Welfare Society was funded under the *Organised Approach for the Prevention of Cancer of the Cervix* to undertake a one year community education project starting in April 1995.

The project aims to provide education on cervical cancer prevention, whilst facilitating access to the cervical screening services for Australian-Greek women living in rural Victoria and older women in particular.

A multi-faceted approach has been taken to address the issue of cancer prevention within a wider health context. The avenues accessed to date to reach the Australian-Greek community have included:

Media

A co-ordinated media campaign utilizing all existing Australian-Greek media outlets has been an ongoing priority of the project. Feature length articles, interviews and ongoing community announcements have served to provide information on prevention and detection of cervical cancer. Features have included interviews with cancer sufferers so as to better illustrate the importance of Pap Smears in the prevention of cervical cancer. Women have also requested additional information on breast health, hysterectomy and endometriosis.

Community education: Organized groups

1600 women participating in organized women's and elderly groups across Victoria have been given information on cervical cancer prevention and related women's health issues. All the inner regions of Melbourne have been targeted, as well as outlying areas such as Rye, Cranbourne, Frankston and Red Hill. During the course of the project, 200 women booked to have Pap Smears in their local area. Forty women have also booked to undertake Mammography screening through the Breastscreen Victoria service.

Special events

A number of special events were held, targetting women with health information which they had identified as appropriate to their needs.





In particular, a Greek Women's Health Day was organised to address a diverse range of health topics identified as relevant to older Australian-Greek women. The day featured traditional and contemporary Greek entertainment and information in a wide range of health issues. Over 200 women attended the one day event, responding with overwhelming positive feedback. One participant, Ms Vicki Katsellas, President of the Northcote Women's Group, commented:

Such programs are needed for the women of our age group...Many women live alone and it's good for them to get out...When women should have been learning these things (health issues), we didn't learn because we had kids to look after, we had jobs, and we didn't speak English. The afternoon gave us an opportunity to talk, to learn, to dance and to sing.

Other special events have included:

- a Multicultural Health Day at a Migrant Women's Learning Centre, providing information on Pap Smears and Breast health in six languages targeting 100 women;
- a theater production on Pap Smears, hosted at Broadmeadows Greek Community, reaching 40 women;
- information dissemination in country areas has included a women's Health Day in the Morwell Region, and an information session in Shepparton;
- interviews and information dissemination on Breast Health, coinciding with Australia's Breast Cancer Day campaign;
- a number of health seminars on heart health, diabetes, incontinence and sexuality in the middle years to address broader health needs in the community.

Special events and information displays have resulted in the dissemination of 3000 pamphlets on a broad range of health topics.

Campaigns: Papanicolaou Day

The Greek Women's Papanicolaou Day resulted in 40 women being screened for cervical cancer, utilising a coordinated approach involving Greek speaking doctors, community health providers, and the Australian-Greek media to promote cervical cancer prevention. Thirty Greek speaking doctors and 15 Community Health Centres agreed to promote cancer prevention or to accept referrals from Greek speakers on the Greek Women's Papanicolaou Day, Monday October 2nd 1995. A comprehensive information and feedback package was also disseminated widely.

Major challenges of the project have been to reach isolated women who do not use formal group networks and dispelling the commonly held myths on cancer which have a detrimental effect on screening rates for Greek women.

Child Care Centre

The Australian Greek Welfare Society's Child Care Centre has entered its eighteenth year of operation; since its establishment many changes have taken place. The most important is the shift in the ethnic groups using the centre. While it was predominantly Greek (90%) in the 70's and 80's, now it has a mixture of children from a variety of ethnicities, making it a microcosm of a multicultural society and a true reflection of it. Still, the predominant ethnic group is from Greek background (60%).

SERVICE PROVISION

AGWS took care to maintain the important bilingual (English-Greek) program of the centre, by changing its direction, in line with the latest trends in the education field. The program has two main aims: the first is to maintain, enrich and develop the mother-tongue language of children from Greek background by using bilingual child care workers and the pre-school programs; the second aim, is to expose all children to the Greek language, thus introducing them to a second language and creating a positive attitude towards future language acquisition.

The other important program implemented by the centre is the multicultural program; the centre recognises that Australia is a multicultural society and respects all families who use the centre. Cultural awareness is integrated into the program through inservice training for staff, multicultural books, puzzles, equipment, musical instruments, clothes, stories, parental role-models and the celebration of cultural festivals.

QUALITY CARE

The AGWS Child Care Centre strives for excellence, by reviewing and improving its programs and by providing appropriate inservice training for staff. This year, the centre has taken part in the Quality Improvement and Accreditation System, a process that includes 52 principles, on areas such as professional interactions between staff, the Child Care program, nutrition, health and safety practices, centre management and staff development.

The Accreditation System requires the participation of staff, parents and management, in a joint effort to assess and improve on the quality of care offered. Throughout the year, staff members, with the co-operation of parents, continuously assessed the different functions of the centre.

The results so far have been very encouraging: new policies have been developed, new equipment purchased, staff attended inservice training and communication with parents has improved substantially.





PARENT PARTICIPATION

In response to feedback from parents, the centre has established a Parents' Committee. Parents have generously participated in the Accreditation sub-committee, in fundraising activities, working bees, purchase of equipment and repairs to the child care centre.

COMMUNITY DEVELOPMENT

The AGWS Child Care Centre's Ethnic Children Officer also focused on outreach work. This year the officer has visited child care centres in Northcote and Brunswick, distributing resource material and books. Discussions were also held with co-ordinators and staff in regards to bilingual and multicultural programs.

Through a Commonwealth grant, the centre has established a Greek library with books, cassettes, videos and games which are available free of charge to parents and Child Care Centre staff.

Another aspect of the community development role was the distribution of a quarterly newsletter to centres in Northcote, Brunswick, Box Hill and Oakleigh with cultural information and educational material on language acquisition.





AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

Statistical Profile

July 1st, 1994 - June 30th, 1995

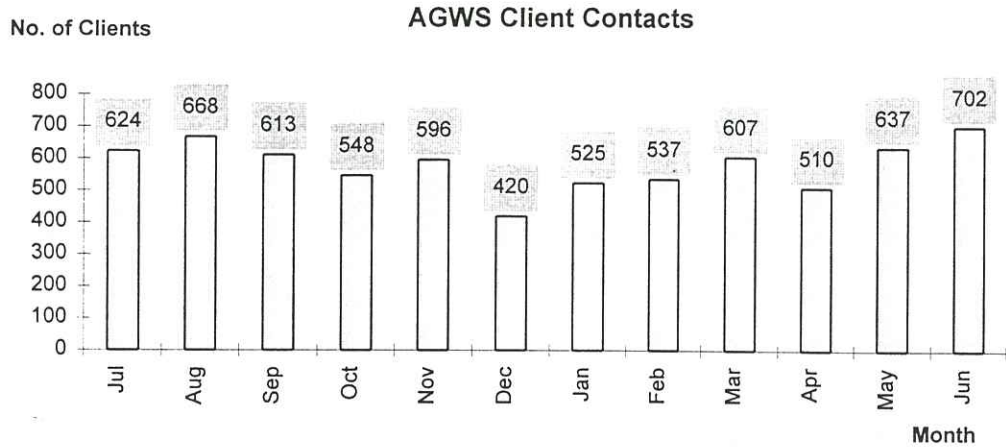


Figure. 1: AGWS Client Contacts.

A total of 6987 client contacts were recorded in the last year, reflecting an increase in service use across all areas of operation.

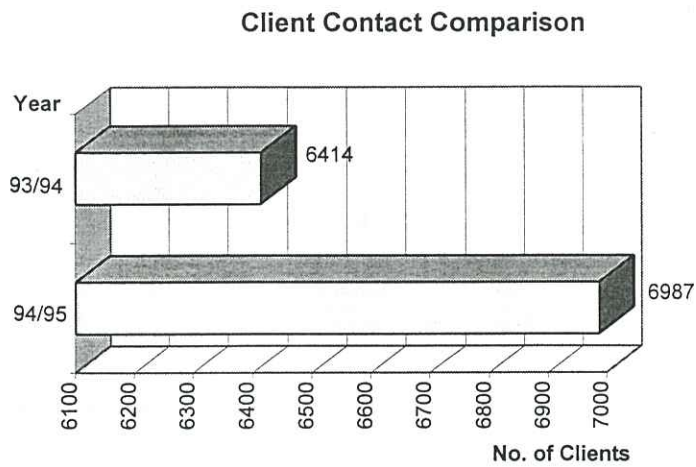


Figure. 2: Client Contact Comparison

AGWS operated a number of new programs in the last financial year clearly shown in the increase of clients.

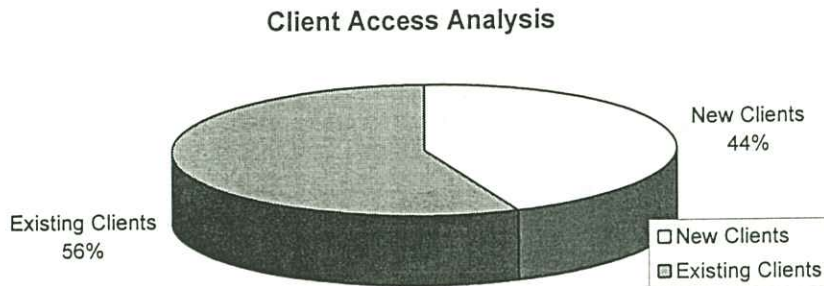


Figure 3.: AGWS Client Access Analysis.

44% of all AGWS clients are new to the agency.

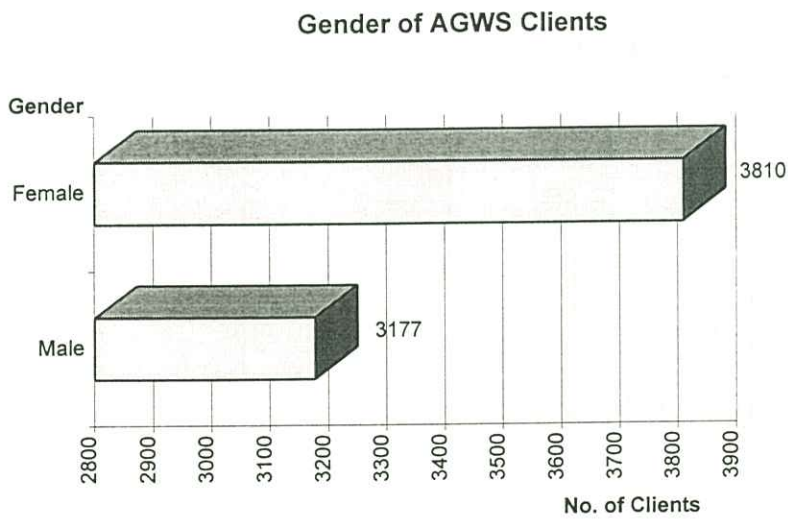


Figure 4.: Gender of AGWS Clients.

54.5 % of all the clients are women, still reflecting a stronger service use than men.



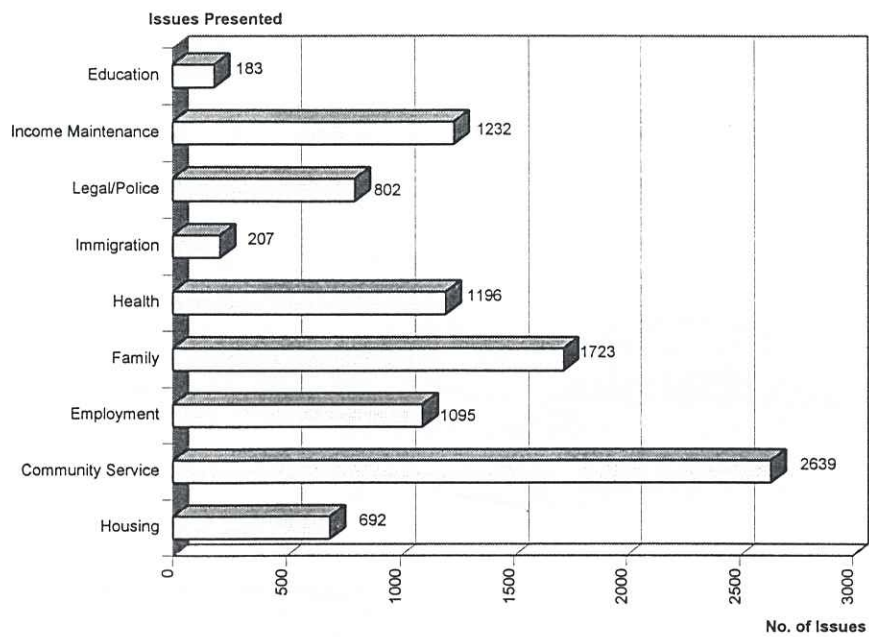


Figure 5.: Client Presenting Issues

Employment related requests have increased as have requests for community services and family intervention.

Health Issues

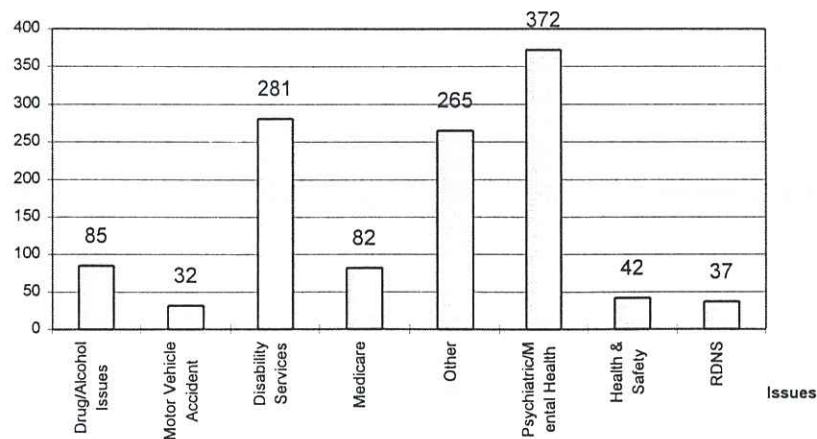


Figure 6.: Client Health Issues.

Psychiatric illness continues to predominate as a presenting issue, placing severe strain on AGWS's capacity to respond with limited resources.

Family Issues

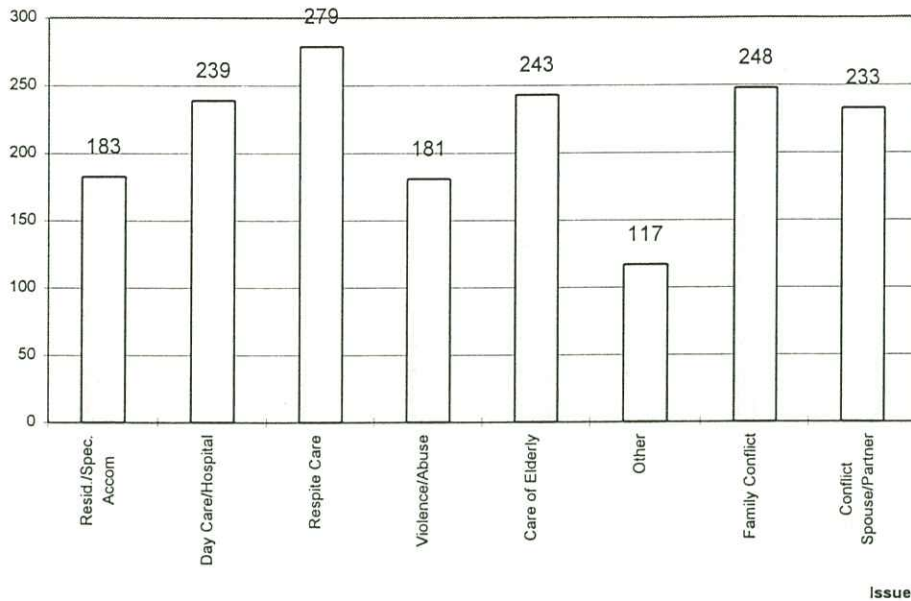


Figure 7: Family Issues

Requests for respite services and care of the elderly have doubled since last year. Family conflict remains a serious issue within the community.

Community Services

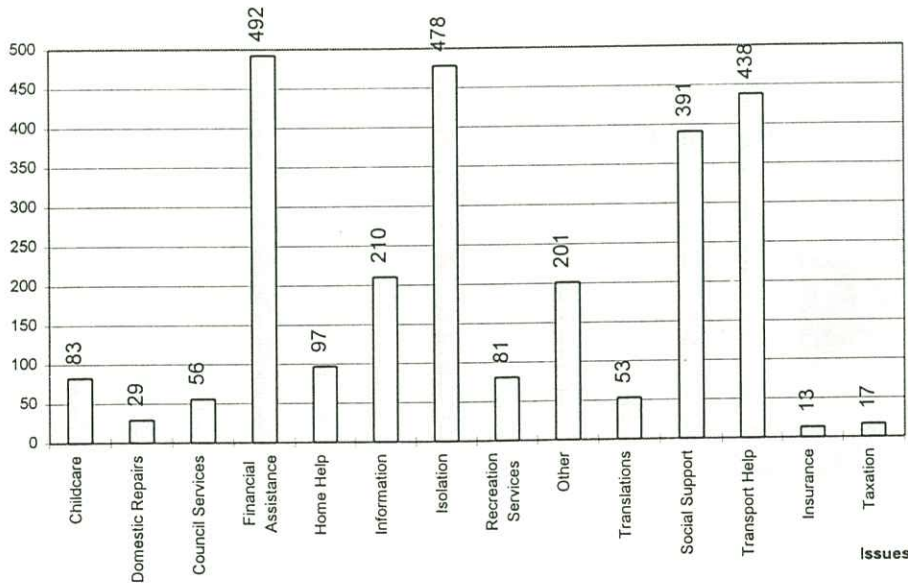


Figure 8.: Community Services

AGWS gave financial assistance to 492 client while responding to numerous requests for aid with transport and isolation.



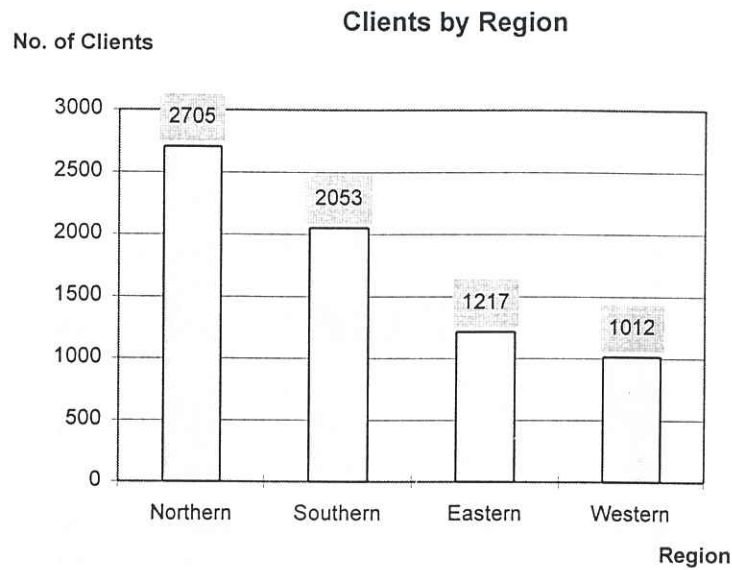


Figure 9.: Clients By Region

Australian-Greeks living in the Northern and Southern regions continue to reflect higher usage of AGWS services.

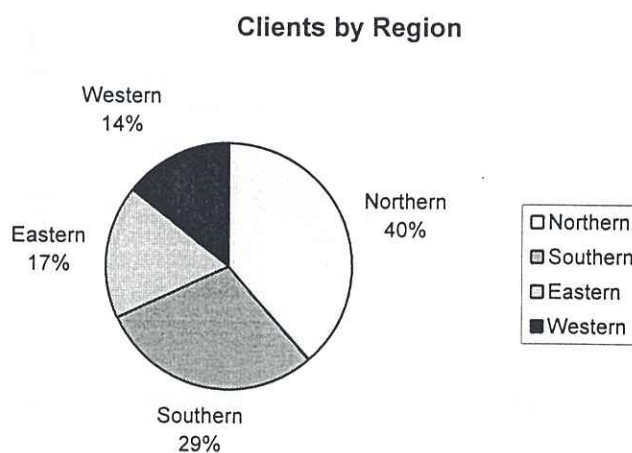


Figure 10.:

Percentage of clients by region.

Northern Region

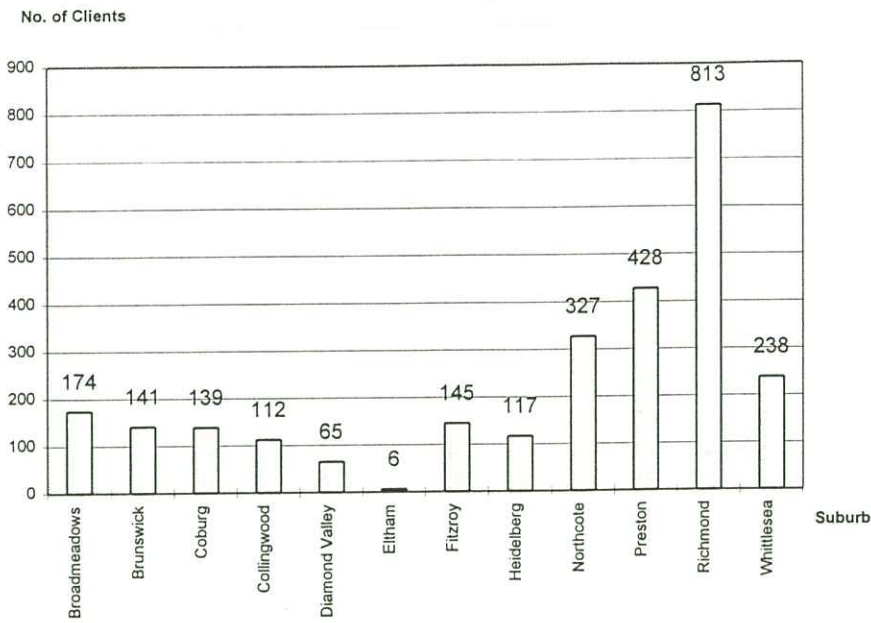


Figure 11.

Northern region

Southern Region

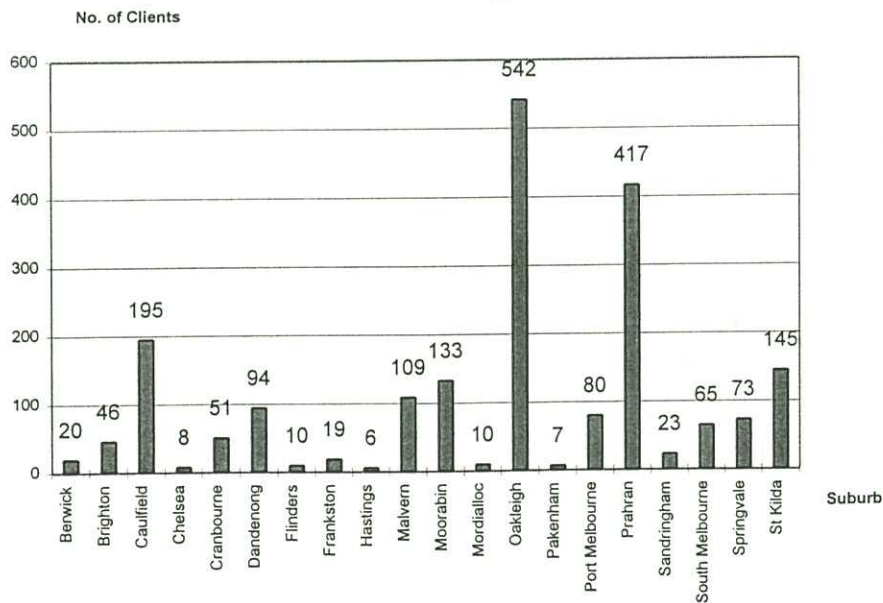


Figure 12.

Southern region.





Eastern Region

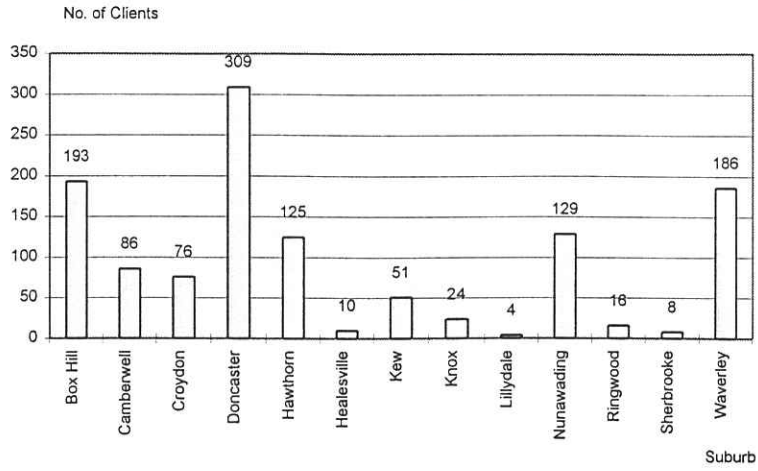


Figure 13.
Eastern region

Western Region

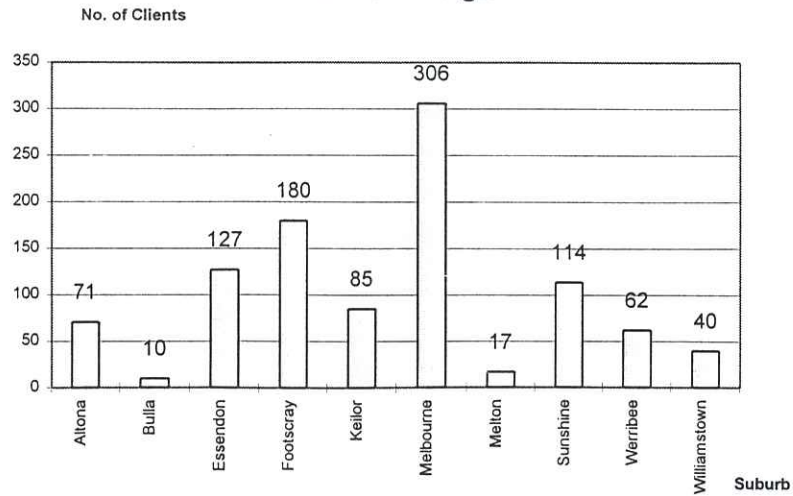


Figure 14.
Western Region



AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

Financial Statements

July 1st, 1994 - June 30th, 1995



**Financial
Statements
Index**

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Income and Expenditure Statement	13



Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

Director's Report

The Directors of Australian Greek Welfare Society Ltd, submit herewith the balance sheets as at 30th June 1995 and the profit and loss account for the financial year then ended. In order to comply with the provisions of the Corporations Law, the Directors report as follows:-

The name and particulars of the Directors of the company in office at the date of this report are:-

Eugenia Grammatikakis	Sia Leventis
Petros Yiallouris	Prodromos Haitidis
Peter Katsambanis	Lia Zaparas
Popi Kostarakis	George Konstantinidis

The principal activities of the company in the course of the financial year were Welfare Agency and Community Services.

During the year there was no significant change in the nature of those activities.

The net amount of profit of the company for the year was \$2608.00

During the financial year there was no significant change in the state of affairs of the company other than that referred to in the accounts or notes there to.

There has not been any matter of circumstance, other than that referred to in the accounts or notes thereto, that has arisen since the end of the financial year, that has significantly affected, or may significantly affect, the operation of the company, the results of those operations, or the state of affairs of the company in financial years subsequent to this financial year.

Since the end of the previous financial year, no Director has received or become entitled to receive a benefit (other than a benefit in the aggregate amount of emoluments received or due and receivable by Directors shown in the accounts, or the fixed salary of a full-time employee of the company or related corporation), by reason of a contract made by the company or related corporation with the director of with a firm which he/she has a substantial financial interest.

Signed in accordance with the resolution of the Directors.

On behalf of the Directors

Popi Kostarakis
(Hon. Secretary)

Sia Leventis
(Hon. Treasurer)

November 24th, 1995

INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF THE
AUSTRALIAN GREEK WELFARE SOCIETY LTD.
(LIMITED BY GUARANTEE)
A.C.N. 005 110 305

SCOPE:

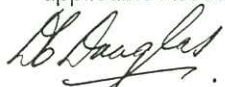
I have audited the accounts of the Australian Greek Welfare Society Ltd. for the year ended 30th June 1995. I have conducted an independent audit of these accounts in order to express an opinion on them to the members of the Society.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the accounts are free of material misstatement. The procedures include examination on a test basis, of evidence supporting the amounts and other disclosures in the accounts, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the accounts are presented fairly in accordance with Australian Accounting Concepts and Standards and so as to present a view of the Society which is consistent with our understanding of its financial position and the results of its operations.

AUDIT OPINION:

In my opinion, the accounts of the Australian Greek Welfare Society Ltd. are properly drawn up:

- a) so as to give a true and fair view of:
 - (i) the Society's state of affairs as at 30th June 1995 and of its result for the year ended on that date;
 - and
 - (ii) the other matters required by Division 4 Part 3.6 of the Corporations Law to be dealt with in the accounts;
- b) in accordance with the provisions of the Corporations Law;
- and
- c) in accordance with the Statements of Accounting Concepts and applicable Accounting Standards.



D.C. Douglas (Number 15038)
REGISTERED COMPANY AUDITOR
Dated on the 24th day of November 1995.

AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ





Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

Statement by Directors

In the opinion of the Directors of the Company:

1. (a) The accompanying profit and loss account is drawn up so as to give a true and fair view of the results of the Company for the financial year ended 30th June 1995.
 - (b) The accompanying balance sheet is drawn up so as to give a true and fair view of the state of affairs of the Company as at the end of the financial year.
 - (c) At the date of this statement there are reasonable grounds to believe that the Company will be able to pay its debts as and when they fall due.
2. The accompanying accounts have been made out in accordance with Australian accounting standards and applicable Approved Accounting Standards.

This statement is made in accordance with a resolution of the Board Of Directors and is signed for and on the behalf of the Directors by:

Popi Kostarakis
(Hon. Secretary)

Sia Leventis
(Hon. Treasurer)

November 24th, 1995

AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A.C.N. 005 110 305

PROFIT AND LOSS ACCOUNT
for the period ended 30th June, 1995

	NOTE	1995	1994
Operating Profit <Loss>	2	2,608	2,055
Operating Profit <Loss>		2,608	2,055
Accumulated losses at the beginning of the financial year		(180,381)	(182,436)
Accumulated losses at the end of the financial year		(177,773)	(180,381)

Notes to and forming part of the accounts are included on pages 7 to 11





AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

AUSTRALIAN GREEK WELFARE SOCIETY

(LIMITED BY GUARANTEE)

A.C.N. 005 110 305

BALANCE SHEET
AS AT 30TH JUNE 1995

	NOTE	1995	1994
CURRENT ASSETS			
CASH AT BANK	3	255187	254926
ANTICIPATED GRANTS	4	<u>71321</u>	<u>0</u>
TOTAL CURRENT ASSETS		<u>326508</u>	<u>254926</u>
NON-CURRENT ASSETS			
PROPERTY		250000	250000
BUILDING DEPOSIT	11	39000	0
FURNITURE, EQUIPMENT AND MOTOR VEHICLES	5	<u>107692</u>	<u>102368</u>
TOTAL NON-CURRENT ASSETS		<u>396692</u>	<u>352368</u>
TOTAL ASSETS		<u>723200</u>	<u>607294</u>
CURRENT LIABILITIES			
CREDITORS AND ACCRUALS	6	0	0
PROVISIONS	7	417033	312568
GOVERNMENT GRANTS IN ADVANCE	7	<u>121899</u>	<u>106066</u>
TOTAL CURRENT LIABILITIES		<u>538932</u>	<u>418634</u>
NON-CURRENT LIABILITIES			
OTHER CREDITORS	8	<u>112041</u>	<u>119041</u>
TOTAL NON-CURRENT LIABILITIES		<u>112041</u>	<u>119041</u>
TOTAL LIABILITIES		<u>650973</u>	<u>537675</u>
NET ASSETS		<u>72227</u>	<u>69619</u>
MEMBERS FUNDS			
RETAINED PROFIT/LOSSES		(177773)	(180381)
ASSET REVALUATION RESERVE		<u>250000</u>	<u>250000</u>
TOTAL MEMBERS FUNDS		<u>72227</u>	<u>69619</u>

AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305

**Notes to and forming part of the Accounts
for the year ended 30th June, 1995**

**NOTE 1.
ACCOUNTING POLICIES**

General system on Accounting underlying the Financial Statements

The Accounts have been prepared using the historical cost convention. The Accounts have been prepared in accordance with Schedule 5, Corporations Law, Accounting Standards of the Australian accountancy bodies and comply with other requirements of the law.

Accounting policies which have been significant in the preparation and presentation of the Accounts

a. Fixed Assets

Fixed assets are capitalised at cost or Director valuation. Certain fixed assets donated from time to time are not recorded in the accompanying financial statements.

Depreciation on fixed assets is calculated on a reducing balance basis so as to write off the net cost of each fixed asset during its expected economic life.

b. Income Tax

The Welfare Society is a non-profit organisation, exempt from income tax under the Income Tax Assessment Act.

c. Donated Services

A substantial number of volunteers have donated a significant amount of their time in the Society's services and its fundraising campaigns. However, since no objective basis exists for recording and assigning values to their services, they are not reflected in the accompanying financial statements.

d. Employee Benefits

Annual, long service and sick leave owing to employees is provided for all employees.





AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305

NOTES (Continued)	1995 \$	1994 \$	1993 \$
NOTE 2.			
OPERATING SURPLUS/(LOSS)			
THE OPERATION RESULT INCLUDES FOLLOWING ITEMS OF INCOME AND EXPENSES			
OPERATING INCOME			
GOVERNMENT GRANTS	1313086	1007606	850947
<i>OTHER OPERATING INCOME</i>			
PARENT FEES FOR CHILD CARE & BASP	136812	133054	196510
INTEREST - BANK INTEREST	15486	10402	13034
FUNDRAISING	—	10123	19256
ADMINISTRATION	6870	1500	—
SUNDRY	8743	11510	2167
DONATIONS	2500	2083	1870
MEMBERSHIP FEES	673	1196	340
PUBLICATIONS	—	—	30
GAIN - SALE OF BUS	—	8329	—
WORKCOVER	819	2985	39714
OTHER INCOME	3328	—	—
	<u>175231</u>	<u>181182</u>	<u>272921</u>
TOTAL OPERATING INCOME	1488317	1188788	1123868
OPERATING EXPENSES			
DEPRECIATION	9758	10845	13611
TRANSFERS TO (FROM) PROVISIONS	15191	53686	—
EMPLOYEE BENEFITS	83389	7186	32954
AUDITORS REMUNERATION AUDITING & OTHER SERVICES	7330	7940	3585
AGGREGATE INCOME RECEIVED OR DUE AND RECEIVABLE BY DIRECTORS OF AUSTRALIAN GREEK WELFARE SOCIETY LTD FROM THE SOCIETY	NIL	NIL	NIL

AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305

NOTES (Continued)	1995	1994
	\$	\$
NOTE 3.		
CASH AT BANK	51432	130680
WESTPAC BANK ACCOUNT	203755	124246
	<u>255187</u>	<u>254926</u>
NOTE 4.		
ANTICIPATED GRANTS	<u>71321</u>	
COMMUNITY BASED EMPLOYMENT DEPARTMENT OF EMPLOYMENT EDUCATION & TRAINING	16400	
	4348	
COMMUNITY BASED EMPLOYMENT NEW ENTERPRISE INCENTIVE SCHEME	10200	
ADULT LITERACY	34908	
ADULT LITERACY	2745	
	2720	
NOTE 5.		
FURNITURE, EQUIPMENT, MOTOR VEHICLES AND PROPERTY.		
PROPERTY AT 1989 DIRECTORS VALUATION	250000	250000
FURNITURE AND EQUIPMENT AT COST LESS ACCUMULATED DEPRECIATION	113847	98765
	<u>65653</u>	<u>55895</u>
	48194	42870
IMPROVEMENTS	63725	63725
LESS AMORTISATION	<u>4227</u>	<u>4227</u>
	<u>59498</u>	<u>59498</u>
	<u>107692</u>	<u>102368</u>
NOTE 6 CURRENT LIABILITIES.		
CREDITORS AND ACCRUALS	—	—





AUSTRALIAN GREEK WELFARE SOCIETY

ΑΥΣΤΡΑΛΟΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ

AUSTRALIAN GREEK WELFARE SOCIETY

(LIMITED BY GUARANTEE)

A. C. N 005 110 305

NOTES (Continued)	1995 \$	1994 \$
NOTE 7 CURRENT PROVISIONS.		
EMPLOYEE BENEFITS	220271	136882
SEVERANCE PAY	58877	43686
MAINTENANCE	<u>137885</u>	<u>132000</u>
	<u>417033</u>	<u>31258</u>
GOVERNMENT GRANTS IN ADVANCE		
EMPLOYMENT	10000	31666
WELFARE 3	20000	48000
CHILD CARE	—	20000
RECREATION	—	6400
CASE MANAGEMENT	8000	—
LEAP	9000	—
A / L	2706	—
PAP	26193	—
SUNDRY	<u>46000</u>	—
TOTAL GOVERNMENT GRANTS IN ADVANCE	<u>101897</u>	<u>106066</u>
NOTE 8.		
OTHER CREDITORS.		
PAYROLL TAX	<u>112041</u>	<u>119041</u>

**NOTE 9
FINANCIAL REPORTING BY SEGMENTS AND LOCATION.**

THE AUSTRALIAN GREEK WELFARE SOCIETY LTD OPERATES IN THE WELFARE AND CHILD CARE AREA AND ONLY IN AUSTRALIA.

**NOTE 10
CASH FLOW INFORMATION**

- a) Reconciliation of cash for the purposes of this Statement of Cash Flows, includes:
- (i) Cash on hand and in at call deposits with banks or financial institutions;
 - (ii) Investments in money market instruments maturing within less than two months.

CASH AT THE END OF THE YEAR IS SHOWN IN THE BALANCE SHEET AS:

Cash at Bank	51432	
Cash at Bank - Westpac	<u>20375</u>	<u>255187</u>

AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305

NOTES (Continued) **1995**

\$

NOTE 10 (Continued)

b) Reconciliation of cash flow from operations:

Operating Profit	2608
Amortisation	<u> </u>
Depreciation	9758
Profit on sale of property, plant & equipment	<u> </u>
Increase - building maintenance	<u> </u>
Income - employee provisions	98580

Cash Flow from operations 110946

c) Non-Cash financing and investing activities

NOTE 11.

During the year ended 30/6/95, the Society purchased property situated at 7 Union St. Brunswick, VIC. 3065. This is registered in the accounts as a deposit of \$39000.00. The completion of the purchase of the property was finalised in August 1995. The total purchase price was \$390,000.00





AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305
STATEMENT OF CASH FLOWS
for the period ended 30th June, 1995

	NOTE	1995
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		1472831
Payments to Suppliers and Employees		(1377371)
Interest received		15486
Net cash provided by (used in) operating activities	10(b)	110946
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant & equipment		(110685)
Payment for property, plant & equipment		
Net cash provided by (used in) investing activities		(110685)
Net cash flow from financing activities		————
Net increase in cash held		261
Cash at beginning of year		254926
Cash at end of year	10(a)	255187

AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305
INCOME AND EXPENDITURE FOR YEAR ENDED
30th JUNE, 1995

INCOME	1995	1994
Administration fees received	6870	1500
Welfare		
Welfare 2	—	10746
Welfare 3	40000	48000
Community Services (OPS)		
HACC grant	30174	53313
Adult Learning grant	—	16322
Child Care fees	133056	132630
Donations	2500	2083
Membership fees	673	1196
Fund raising income	—	10123
Sundry	8744	21068
Interest	15486	10401
Publications	—	—
Workcover reimbursement	819	2985
Childcare	218446	208772
Grant - in - Aid Welfare	192166	162668
VV grant	—	—
Adult Day Care grant	312504	252688
Adult Day Care - fees	3754	425
Recreation	6400	25600
Visitation - Community Services	24438	25500
Visitation - Social Support	84028	68494
Employment	198031	47500
Gain - Sale of bus	—	8329
VARC	42379	56252
Women's Health grant	—	22193
Adult Literacy	13583	—
Other	3328	—
Child Care Coordinator	32044	—
Case Management	16000	—
LEAP	18502	—
Carers Research Project	9000	—
PAP	15715	—
NEIS	59677	—
TOTAL	1488317	1188788





AUSTRALIAN GREEK WELFARE SOCIETY
(LIMITED BY GUARANTEE)
A. C. N 005 110 305
INCOME AND EXPENDITURE FOR YEAR ENDED
30th JUNE, 1995

	1995	1994
LESS EXPENDITURE		
Salaries	988167	846268
Insurance	4436	4554
Workcover	31340	19480
Amortisation	—	2479
Fundraising expenses	—	2037
Telephone and postage	25306	20214
Printing and stationary	18720	17743
Travel	27593	13961
Repairs and maintenance	16811	9962
Electricity & gas	6353	2171
Advertising	8405	4851
Depreciation	9758	10845
Bank charges	5088	3132
Accounting services	7330	7940
Staff training and amenities	16979	8467
Rent	6951	3570
CAB charges	42624	29692
Sundry items	2398	4004
Child care expenses	30807	27832
Payroll Tax	38114	20471
Superannuation	22811	20646
Newspapers / Resource materials	4596	5202
Administration Cost	8200	282
Petty Cash	5713	741
Meeting expenses	3992	5399
Maintenance - Building / Grounds	12350	7591
TFN Withholding Tax	—	1439
Committee Costs	759	129
Motor vehicle expenses	—	—
Rates and Taxes	1726	3212
Subscriptions and newspapers	1095	—
HEF Union fees	—	—
Cleaning expenses	15416	3205
Workcover medical expenses	—	985
Program activities	21968	15974
Security	1223	1383
Permits	100	—
	<u>1387129</u>	<u>1125861</u>
SUB TOTAL	101188	62927

AUSTRALIAN GREEK WELFARE SOCIETY
 (LIMITED BY GUARANTEE)
 A. C. N 005 110 305
INCOME AND EXPENDITURE FOR YEAR ENDED
30th JUNE, 1995

	1995	1994
LESS EXPENDITURE (Continued)		
Employee Benefits	83389	7186
Severance Pay	15191	43686
Bus	<u> </u>	<u> </u>
Maintenance & Improvements	14857 ⁹ <u> </u>	10000 <u> </u>
TOTAL EXPENCES	<u>1485709</u>	<u>60872</u>
OPENING SURPLUS	<u>2608</u>	<u>2055</u>

1186733
 \$13324.

