



# Australian Greek Welfare Society

ΑΥΣΤΡΑΛΟ-ΕΛΛΗΝΙΚΗ ΚΟΙΝΩΝΙΚΗ ΠΡΟΝΟΙΑ



## 24th Annual Report 1995/96



Australian Greek Welfare Society

*Αυστραλο-Ελληνική Κοινωνική Πρόνοια*

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# **24th Annual Report**

July 1st, 1995 - June 30th 1996



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*1995/96 Annual Report*  
Australian Greek Welfare Society



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*The Hon. Consul General of Greece in Melbourne Mr. George Veis, Dr. Rosario Lampugnani, Senior Researcher B.I.R.M.P., Mr. Mike Zafiroopoulos, Station Manager, S.B.S. Radio 3EA at last years A.G.M.*



*Some of the participants at last years Annual General Meeting*





*AGWS Cocktail Party: June 1996  
Members of the Board and Staff with  
Chris Saristavros and Lakis Papadopoulos*



*Mr. Peter Ganotis from AGORA Food For Life presents  
AGWS with a donation towards the  
"Building Appeal Fund"*



*Maria Bellos, Ilias Babalis, Cathy Pallis and Nikki Efremidis at the  
AGWS stall at the Antipodes Festival*



*AGWS Staff, Board members and friends, during a "working  
bee" to help with the painting of our new premises.*



*Some of the guests who attended the AGWS  
Cocktail Party*



*AGWS Volunteers, Lela Douros, Sonia Pilipasidis, Bessy  
Mougos and Volunteer Officer Ilias Babalis at the AGM*





## **Patron**

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

## **Board of Directors**

Eugenia Grammatikakis  
Petros Yiallouris  
Peter Katsambanis  
Popi Kostarakis  
Lia Zapparas  
Sia Leventis (*until January 1996*)  
Prodromos Haitidis  
George Konstantinidis (*until January 1996*)  
Angelis Calodoucas  
Nick Katris  
Mary Revis  
Despina Mouratidou (*co-opted*)  
Cathy Karakizas (*co-opted*)

*President*  
*Vice President*  
*Chairperson*  
*Secretary*  
*Treasurer*

## **Director**

Voula Messimeri-Kianidis

## **Administration/Finance Unit**

John Lioupas  
Maria Bellos  
Nikki Efremidis

*Administrative Officer*  
*Finance Officer*  
*Secretary/Receptionist*

## **Welfare Unit**

Tina Douvos-Stathopoulos  
Nina Bourekas  
Niki Matziaris-Garay

*Co-ordinator*  
*Social Worker*  
*Welfare Officer*

### **Ethnic Aged Project**

Helen Dimotakis

*Social Worker*

### **WorkCover Project**

Stavroula Stathopoulos

*Social Worker*





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## **Employment and Training Unit**

### **Community Business Employment Program (CBEP)**

Philip Peladarinos	<i>Co-ordinator</i>
Peter Andrinopoulos	<i>Employment Consultant</i>
Cathy Pallis	<i>Employment Consultant</i>
Denise Zapantis	<i>Employment Consultant (26/06/1996)</i>
Patricia Damatopoulos	<i>Employment Consultant (30/06/1996)</i>

### **Contracted Case Management**

Con Moraitis	<i>Co-ordinator</i>
Patricia Damatopoulos	<i>Case Management Consultant</i>

### **New Enterprise Incentive Scheme (NEIS)**

Peter Jasonides	<i>Co-ordinator (12/04/1996)</i>
Nina Xarhakos-Godbold	<i>NEIS Consultant</i>

### **Landcare Environment Action Project (LEAP)**

Antonios Maglis	<i>Co-ordinator (Project 1)</i>
Nina Xarhakos	<i>Project Officer (Project 1)</i>
Denise Zapantis	<i>Co-ordinator (26/06/96) (Project 2)</i>
Evangelos Sakaris	<i>Project Officer (Project 2)</i>

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## **Aged and Disability Services Unit**

Nina Bourekas	<i>Co-ordinator</i>
Lena Dimopoulos	<i>Co-ordinator (11/06/96)</i>

### **Social Support & Monitoring**

Dora Hetrelezis	<i>Assessment Officer</i>
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### **Community Visitors Scheme**

Ilias Babalis	<i>Volunteer Officer</i>
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## Adult Day Activity & Support Services

Chris Bellos  
Max Hatzidimitriou  
Nefeli Hristodoulou  
Helen Demetrie  
Despina Georgiadis  
Cathy Kostoglou  
Marianthy Margaritis  
Eva Bouas  
Bill Bourbos  
Evan Giannakis  
Mary Kouskoumbekakis  
Eleni Russos  
Helen Russell  
Mossi Tountzis  
George Tzirkos

*ADASS Supervisor*  
*ADASS Acting Supervisor (01/01/96 - 30/06/96)*  
*ADASS Supervisor (22/12/1995)*  
*Generic Aide*  
*Generic Aide*  
*Generic Aide*  
*Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*  
*Casual Generic Aide*

## Adult Learning

Afroditi Nestoros  
Helen Deliyannis  
Natalie Nawrocki

*English Teacher*  
*English Teacher*  
*English Teacher*

## Child Care Services

Stelios Piakis  
Leanne Clifford  
Faye Sakaris  
Ruth Silberman  
Angela Vidinopoulos  
Soula Allen  
Chrystalla Georgiou  
Anna Grigoriadis  
Angela Pouloupatis  
Eva Liarakos  
Christina Nteris  
Ellie Kargiotis  
Roula Mesarvithis  
Vicky Mesarvithis

*Co-ordinator/Ethnic Childrens Officer*  
*Program Co-ordinator*  
*Children Services Officer*  
*Mothercraft Nurse*  
*Mothercraft Nurse*  
*Child Care Worker*  
*Child Care Worker*  
*Child Care Worker*  
*Child Care Worker*  
*Child Care Worker*  
*Casual Child Care Worker*  
*Casual Child Care Worker*  
*Casual Mothercraft Nurse*  
*Cook*







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## Special Projects

### Greek Women's Papanicolaou Project

Spiri Tsintziras

*Co-ordinator*

### The Health Social Experiences of Carers in Australian-Greek Families

Voula Adamopoulos

*Researcher*

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## AGWS Volunteers

Xanthe Adamides  
Rosemary Anderson  
Maria Antoniou  
Yota Asimakopoulos  
Suzie Axonides  
Martha Bitsola  
Toula Cassimatis  
Maria Cosmas  
Michael Diamantaras  
Pota Dimitriou  
Varvara Fountas  
Stamatia Gerochristodoulou  
Vicky Giardakos  
Vicki Govas  
Eleftheria Grigoris  
Helen Hatzimanolis  
Rita Kelepouris  
Stavroula Kaliogiannis  
Noula Karathanasis  
Voula Keronis  
Annita Kosmas  
Tassos Kouris  
George Kyriotis  
Ioanna Lazaris  
Marina Lis  
Tassos Manatakis  
Fotini Marinos  
Vivian Mavroulis  
Nikki Michael  
Bessy Mougos  
Claire O'Neil  
Betty Panagoulas

Eva Agoroglou  
Irene Andrianakis  
Sophie Antonopoulos  
John Asimias  
Tassia Bandroukas  
Tina Boulouxis  
Mary Charalambous  
Kostas Dakouris  
Foula Didaskalou  
Lela Douros  
Katerina Galanos  
Daphne Gialamantzis  
Georgia Gonis  
Zaharena Grapsas  
Betty Haralambopoulos  
Mary Ioannides  
Elizabeth Kalas  
Kiki Kalpouzou  
Effie Kariofilis  
Georgia Kiannis  
Amalia Kotsonis  
Mary Kouskoumbekakis  
Toula Kyrkilis  
George Lianos  
Frida Louloukos  
Margaret Manolas  
Antonia Matorakis  
Maria Mavridis  
Angela Midas  
Despina Nikolaidou  
Effie Oulis  
Frosso Pantelis

Helen Aloglou  
Athanasia Antonidis  
Victoria Argyriou  
Christina Athanasakos  
Augy Basiliadou  
Manuel Bouladakakis  
Anita Cosmas  
Sotiris Dalaklakis  
Suzie Dilles  
Georgia Evernides  
Dimitra Gavrieldou  
Vicky Giannikis  
Emma Gould  
George Grapsas  
Irene Hatzidimitriou  
Agni Ioannou  
Rita Kalioagiannis  
Angela Karigiannis  
Poppy Kefalokou  
Helen Kontogeorgiou  
Nick Koulouris  
Nick Koutroumanis  
Fotini Lamouzi  
Mella Limberis  
Nick Lykouresis  
Mahe Markostamos  
Zoe Mavromatis  
Litsa Maziotis  
Anna Miziaris  
Magdalini Nikolaidou  
Theodoras Panagiotis  
Maria Papadontas





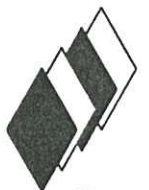
Patricia Papadopoulos  
Dina Papakostandinou  
Anna Parellis  
Anna Plousiadis  
Andy Prodromidis  
Sarah Reed  
Toula Sardelis  
Effie Soropos  
Poppy Spyridakis  
Maria Stilianou  
Athanasia Tomciew  
Yiota Tsartas  
Marina Tsipas  
Kleo Tsoutouras  
Maria Voulanas  
Iris Young

Soultana Papafotiou  
Jenny Papaioannou  
Andrew Patarakis  
Denise Politis  
Rebecca Provataris  
Kathy Rellos  
Katerina Skevis  
Panagiota Sotirakis  
Angeliki Stamatakos  
Danny Tilkerides  
Maria Topali  
Patricia Tsiatsias  
Ellie Tsipouras  
Eleni Tzimas  
Stefanie Vrionis  
Chrysoula Zakkas

Katie Papaioannou  
George Paravakis  
Sonia Pilipasidis  
Effie Popp  
Evanthia Provataris  
Michael Salipas  
Evan Sofos  
Haroula Spanos  
Katie Stathopoulos  
Peter Tolonitis  
Jason Traynor  
Annita Tsintopoulos  
Ritsa Tsolaki  
Eleftheria Tzourelis  
Chris Yiannoudis  
Phyllos Zois



*"Prolinks" Support Group: Here are some of our dedicated volunteers who assist people of a Greek speaking background who are living with a psychiatric illness or who have advanced stages of dementia.*





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## Message From The President

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It is with great pleasure that I present the Australian Greek Welfare Society's (AGWS) 24th Annual Report. The past year has been characterised by hard work, consolidation and achievement. It has also been a year which has seen AGWS relocating its headquarters to Brunswick.

This change is a natural progression for AGWS, placing it in a position to meet the ever changing and growing needs of the Australian Greek community. In moving forward, our past experience has been valuable and instructive in guiding AGWS into the future.

I would like to take this opportunity to acknowledge the work that has been done by all those involved with AGWS over the years. Specific acknowledgment and tribute is due to Dr. Spiro Moraitis and Mrs. Margaret Moraitis. They have made a significant contribution to AGWS and to the Australian Greek community as a whole.

AGWS has been in the forefront of service delivery and policy development within the Australian multicultural community for a quarter of a century. It provides vital services to Australians of Greek background and will continue to do so for many years. This means that we need to rise to the challenges of the future. These challenges are many indeed. The growing needs of our community are becoming more complex and multi-faceted. They encompass not only the 1st generation of migrants but also subsequent generations. These issues relate to health, domestic violence, intergenerational conflict, aged care, disability, retrenchment and others. They are a reflection of the changes in public policy and the broader socio-economic climate. AGWS is positioning itself effectively to take on these new areas of work but its success ultimately will rely on government funding.

In the past year we have seen a change of Government at the Federal level, a change in perspective on migrant servicing, access and equity policies, immigration and settlement programs. The cuts announced so far by the Federal Government are already impacting adversely on ethnic communities. This includes the Greek Community. We fear that any further cuts in the social welfare sector will affect the ability of organisations such as AGWS to continue providing vital services to individuals and families in need. It is the intention of AGWS to work with all tiers of government to address the needs of our community and ensure access to resources and services.

The move to Brunswick is a significant step forward for AGWS. The new premises have provided appropriate space for interviewing and counselling and better accommodation for staff members. The meeting rooms are now being utilised for community events and seminars. The street level access has been received most positively by our older clients and those with disabilities.

Another significant achievement for AGWS has been the closer links which have been forged with the business sector of our community. It is pleasing that they have pledged continued support for AGWS and its work. We thank the Hellenic Business Forum, HACCI and ENOSI and we look forward to a long and fruitful association.

A number of key fundraising activities took place this year. Initiatives such as the raffle, the afternoon tea parties and the radiothon were well received. The Fundraising sub-committee has worked most constructively in planning and organising these activities, and is currently in the process of developing an action plan for fundraising for the next 12 months.





The updating of the constitution of AGWS was also undertaken this year by the Constitution sub-committee and we anticipate the process to be finalised before the end of October. A special thank you is also extended to members of the committee for their intensive efforts as well as to the AGWS membership for their constructive input.

Most importantly I would like to thank our tireless volunteers who are indeed indispensable. I also would like to thank the Greek media for their on-going support, our funding bodies, and staff members for their commitment and hard work throughout the year. On behalf of the AGWS Board, I would especially like to extend my thanks to the Director of AGWS, Voula Messimeri-Kianidis. Voula has demonstrated through her sound and skillful management and strong leadership that it is possible to move forward and to extend the organisation and its services well beyond the traditional boundaries of a community organisation. Her contribution is acknowledged and appreciated.

Finally on a personal note I feel honoured to have been given the opportunity to serve as President of AGWS. In this position I feel that I have been able to contribute to the well-being of our community and its individual members and as such to the broader Australian multicultural community. My personal thanks go to all members of the Board for their tremendous support of me, and more importantly for their hard work and dedication to Australian Greek Welfare Society.

Eugenia Grammatikakis  
PRESIDENT





## **Directors Report**

In September of this year, the Australian Greek Welfare Society enters its 25th year of operation. This is a significant milestone for AGWS and it will be celebrated throughout the year of its anniversary. We very much look forward to the Australian Greek Community's participation in the various events that will be held to commemorate this important occasion.

AGWS was established in 1972 with extremely limited resources but with enormous vision. It became one of the key ethnic community service organisations and helped to shape the future of Australian multicultural society, passionately advocating for the needs of the Greek community in its endeavours to settle in Australia and more broadly championing for the well-being of Non English-Speaking Background people. The men and women who were involved with AGWS in those formative years and the subsequent two decades devoted themselves to the community and sought very little in return. The Australian Greek community is indebted to those people for their invaluable contribution. The legacy of their leadership has been inspirational, enabling AGWS to forge a significant place within the community services field and to continue to grow and change as members of the community have aged and the second and subsequent generations turn to it for services.

The move of AGWS to Brunswick into new premises will enable it to set its course for the next decade and to service its clients in a way that maintains their dignity and self respect. These premises have been specially designed with these concepts in mind and I would like to thank our architect Nick Katris for the excellent work and his tireless advice towards the renovation of the new building.

Over the last year, AGWS registered a total of 7,902 client contacts. Presenting issues ranged from enquiries about Social Security entitlements to complex matters such as divorce, domestic violence and the care of frail and disabled people. AGWS has responded to these and other demands with the comparatively limited resources that are available for this purpose as a result of funding from the Department of Immigration and Multicultural Affairs and the Federal Department of Health and Family Services.

HACC funding has enabled the establishment of four Adult Day Care Centres based in Clayton, Sunshine, Box Hill and Preston, catering for the very frail elderly within our community. This service has been extremely well received and at present AGWS has a long waiting list of people wanting to access the service. This is a clear indicator of the need to extend this program. Unfortunately government policy appears to have shifted away from funding ethnospecific services to run Adult Day Care. AGWS will continue to strongly lobby for the expansion of Greek specific services to cater for all our frail elderly clients.

It is significant that the people who care for the frail elderly and for people with disabilities is the group that has emerged as being in crisis within the Greek community. AGWS is currently conducting a research into the needs of this group in collaboration with the Key Centre for Women's Health in Society (University of Melbourne). Professor Carol Morse, Chief Researcher, presented some preliminary findings of this research at the 2nd Women in Migration Conference in Sydney in June this year. The final report will be available by the end of the year and will provide AGWS with the hard data needed to advocate for the urgent needs of this very vulnerable group of people in the Australian Greek community.

AGWS has continued its work in the area of Mental Health through joint collaboration with the Schizophrenia Society of Victoria and many specialist, Greek speaking professionals. A total of 379 client contacts were registered in this area over the last year. It is however, an area which continues





to be neglected by both state and federal governments who fail to acknowledge the vital role played by ethnospecific agencies in providing community services for psychiatrically ill clients and their families. AGWS can not meet the many and varied needs of this client group without the allocation of resources by both tiers of government.

Over the last year, AGWS has operated a number of employment based programs. Among them is the state funded Community Based Employment Program. This is an excellent initiative of the state government and I wish to thank the Department of State Development for their continued financial support which has enabled AGWS to provide valuable and effective services to the unemployed. Other employment programs have included two Land Care and Environment Action Program (LEAP) projects specifically targetted at the young long term unemployed. AGWS has achieved high levels of employment outcomes with these projects. In addition, AGWS has entered its second year of operating as a Contracted Case Manager with funding from the Department of Employment Education and Training and Youth Affairs. This funding enables AGWS to offer a specialist service particularly focusing on older unemployed people. AGWS has demonstrated in the last year that despite the obstacles encountered by this group, it is a worthwhile intensive program and AGWS has a vital role to play as a specialist provider. We look forward to the continuation of this federally funded area of work.

The issue of portability of pensions and the signing of a social security reciprocal agreement between Australia and Greece has to date not been resolved. AGWS has played an active role in this area and will continue to seek consultations with the new federal government to ensure that the rights of Australian Greek pensioners and those who have returned to live in Greece after working in Australia, are maintained.

The AGWS Child Care Centre has been fully utilised in the last year offering a strong bilingual and multicultural program to young children and their families. Sixty per cent of all children attending are from Australian Greek background while 40% were represented evenly by 10-12 other ethnic groups. The majority of parents (82%) are low income earners receiving Commonwealth Child Care Assistance. AGWS is therefore very concerned at reports that the federal government is considering measures to cut Child Care Assistance and cuts to the operational grants to non-profit child care centres. As a not-for-profit agency AGWS would be unable to continue provision of services in this area.

In finalising my report for this year, I would like to acknowledge the tremendous support that I have received from the Board of Directors. I very much welcome and appreciate their support, encouragement and vision.

I wish to convey a special note of thanks to all the AGWS staff for another year of productive and valuable work. The expectations of staff within the Australian Greek context go beyond the call of duty. Staff have generously contributed their own time to help paint the new building, to fundraise, and to ensure that the relocation from Richmond to Brunswick was successful. My special thanks to all of you.

Finally, I would like to close by conveying my thanks to participants of the 1995 Williamson Community Leadership Program. I feel that AGWS has greatly benefited from my participation in the program which I saw as a great privilege. I very much valued the experience and the friendships which have enriched my life and enabled me to see the world through the eyes of so many gifted people.

Voula Messimeri-Kianidis  
DIRECTOR





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## **Aged and Disability Services Unit**

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The Aged and Disability Services Unit at Australian Greek Welfare Society (AGWS) continues to successfully meet the needs of frail aged and younger disabled members of the Greek community.

The programs, projects and special events coordinated by the Australian Greek Welfare Society during the last financial year have ensured the delivery of quality care and quality service provision. This has been demonstrated by an overall increase (20%) in the number of people which have accessed the services provided by AGWS.

The unit incorporates programs funded by Home and Community Care (HACC), the Commonwealth Respite for Carers and the Department of Health and Family Services (former Department of Human Services and Health).

The variety of specific programs operated by AGWS include "Merimna" - Day Care Centres, Social Support Services, Community Visitors Scheme and Respite Care Programs.

A further integral feature of the unit is in *Advocacy, Community Development and Education*. This role enables AGWS to continue its work with mainstream generic and multicultural services to address issues affecting people from a non-English speaking background.

### **Home and Community Care (HACC):**

HACC is a program of home and community support services for the frail aged, people with a disability and their carers. The aim of the service is to help people live independently at home and enhance their quality of life, thereby preventing a possible inappropriate admission to long-term residential care. Through HACC, AGWS provides a variety of Adult Day Activity and Support Services (ADASS) or more commonly known as 'Merimna' - Day Care Centres and Social Support Services.

### **Adult Day Activity and Support Services:**

AGWS commenced the operation of the Adult Day Care Programs in 1991 through funding from the Department of Human Services (former Department of Health and Community Services). Currently, there are four ADASS Centres operating in Melbourne servicing the Australian Greek community. These Centres are located in Preston, Clayton, Box Hill and Sunshine.

The primary aim of the Adult Day Care Programs is to provide respite to carer/s of the Greek frail elderly and/or younger disabled people who have difficulty accessing mainstream services due to linguistic and cultural reasons.

Due to the high level of demand for the service, demonstrated over the past 12 months, it was seen as necessary to create waiting lists for the Preston and Clayton ADASS Programs. Both Centres have been operating above capacity level primarily due to the greater need for Respite Adult Day Care centres for the frail elderly and the younger disabled in the Greek community. The Box Hill Centre, which was only established two years ago, is now operating at full attendance and it is becoming fast known to the Greek community in the eastern suburbs.





Greek-speaking people prefer to stay on the waiting lists for the AGWS ADASS Centres even though other options are clearly put to them. Our experience and client feedback indicate that Australian Greeks do not prefer mainstream ADASS Programs or Respite services in their area due to linguistic difficulties as well as cultural differences.

### **Social Support Programme:**

AGWS has been operating a Social Support Programme since 1991. The programme, funded by the Department of Human Services, aims to assist the frail aged and younger disabled members of the Greek community and their carers by reducing their sense of social isolation. Historically AGWS has offered a "Friendly Visiting" service, during 1996 the organisation extended it's services to include "Community Transportation" and "Telelink" thereby ensuring that the social support needs of the Greek community were being met on a variety of levels.

### **Friendly Visiting:**

The organisation's Friendly Visiting programme continued to grow in 1995/96. AGWS continues to have an active team of volunteers who form an one-one relationship with an isolated member of the Greek community. Presently the programme assists 83 isolated people, who together with their volunteers re-establish their social/community networks.

### **Volunteer Transportation Service:**

Over the past year AGWS has received over 500 transportation requests. This prompted the organisation to develop a transportation programme serviced by volunteers which enabled frail aged or younger disabled members of the Greek community to be transported to their medical appointments and their weekly shopping. AGWS together with the Royal District Nursing Service (RDNS) developed and delivered the Volunteer Training in June 1996 and to date the programme has received a variety of individual requests and agency referrals across all metropolitan regions.

### **Research Project: *Telelink***

AGWS has been involved in a research project in conjunction with the Victorian University of Technology. Research has been conducted examining the need for "Telelink services within the Greek Community". Telelink provides the opportunity for up to ten people to talk together as a group on the telephone. This service has proved popular for those who are housebound due to frailty or disability. Telelink service providers, Telelink consumers and members within the Greek community have been interviewed in order to develop a Practice Model for Telelink programmes within the Greek community. AGWS hopes to establish Telelink services in the coming financial year.







## Community Visitors Scheme:

The community Visitors Scheme is in its fourth year of operation and it is funded by the Department of Health and Family Services. The Scheme provides support to residents of Greek speaking background in Residential Care who feel socially isolated. Residents receive support by ways of a volunteer Community Visitor who provide social interaction and companionship.

AGWS has been successful in securing additional funding the last financial year. The scheme now services a total 47 residents an increase of 50% from the previous financial year.

The last financial year has seen an increased number of referrals of residents with moderate to advanced stages of dementia. This has prompted AGWS to develop extensive training opportunities for volunteers to assist them in coping with residents with challenging behaviors. These training opportunities have been coordinated in collaboration with other professional organisations such as the Alzheimer's Association, Residential Care Rights, Schizophrenia Fellowship and the Association for the Blind.

Training opportunities offered during the past include:

- Dealing with a Psychiatric Illness
- Understanding Dementia
- Living with a visual impairment
- Residential Care Rights

Over the coming months AGWS plans to deliver a Recreational Training Programme to Nursing Homes in order to promote cultural awareness among the staff and to ensure that members of the Greek community who reside in Nursing homes receive culturally appropriate care.

## Respite Care Program:

The Aged & Disability Services Unit has been operating a Respite Carers' Program for a few years. This program is available for people residing within the North- Eastern and the South Eastern Regions. It aims to assist people who are frail aged (over 75 years of age) and younger disabled such as Parkinson's Disease and stroke sufferers of Greek background. These people live permanently with a carer and are unable to be linked into other services within the region due to cultural and linguistic inappropriateness.

Presently there are 14 people who are recipients of the Respite Program and have an AGWS Respite worker visiting them on a weekly basis. Referrals are usually made by relatives/carers or professionals from various organisations. Currently there are 15 people on the waiting list and it is difficult to anticipate when a place will be offered to them.

Whilst the need for having a mixture of mainstream and Ethno-specific respite services is acknowledged, it is evident that NESB elderly and younger disabled people are disadvantaged in accessing such services. The demand for services as well as the availability of appropriate services sensitive to the real needs of the target group are the strongest indicators of the current situation.





*Chrystella Dimitriou, Kostas Tsikaderis and Stelios Tsiolas entertain participants at the Greek International Women's Celebrations*



*International Women's Day 1996, March 8th  
Theme: "Recreation & Women's Well Being"*

### **Family Issues:**

AGWS has recorded a high level of use of its services by families in the last year. Unemployment and financial difficulties; increasing needs of an ageing community; management of mental health issues within families and family violence are some of the issues confronting Greek families. The increasing contacts by families and individuals regarding family conflict can be related to the lack of communication, trust, respect for other family members, unclear roles, the lack of problem solving and decision making skills as well as other social influences are all reasons for the difficulties experienced by families. In many instances, these difficulties can precipitate family breakdown, separation, divorce, ongoing parent/child conflict and family violence.

AGWS has focused much of its work on such issues, via the provision of information, counselling and support, group work and the development of education programs using the ethnic media.

### **Youth:**

The area of youth issues has been both an interesting and challenging one for AGWS. With the increasing number of client contacts and referrals by other services, the needs of Australian Greek youth are more evident. Issues identified to date include: mental health, substance abuse, financial issues due to unemployment, issues of sexuality, increasing conflict between parents and youth, and issues of education and socialisation.

AGWS's involvement and ongoing networks with youth services is important to the establishment of adequate programs and in advocating the needs of NESB youth.

To date, in collaboration with other services, an education program was developed and facilitated in a Secondary school focusing on issues of harassment and bullying and trying to bridge gaps between boys and girls. This program will also influence the development of policies of the school and will involve parents of students in considering safety of students.





### Parents Support and Education:

The conflict between parents and their children is increasingly evident, highlighting the need to develop programs and supports to improve relationships between the two generations.

To this end, AGWS in collaboration with East Bentleigh CHC has developed a parenting program specifically for the Australian Greek community. The program is currently being piloted in the Southern Region with parents of teenagers and young adults. The aim of the pilot program is to assess its relevance, make modifications and develop it into a tool for further education within the community.

Education programs have also been important in further raising issues within the Greek community and informing youth of services available. This has involved media work, both print and radio and co-working with other services to identify needs in different regions of Melbourne.

### Middle Aged Retrenched Greek Men:

The program is funded by the Department Of Immigration And Multicultural Affairs and continues to successfully address the issues of Middle Aged Retrenched Unemployed Greek Men. Currently the project is in its third year of operation and the main activities it provides to the target group are as follows:

- establishing, resourcing and facilitating support groups;
- casework and counselling;
- referring clients to appropriate services;
- advocacy;
- educating the Greek community in accessing vocational and training programs and promoting employment opportunities with specific emphasis on personal development, self esteem and motivation;
- liaising and working closely with government bodies such as DEETYA , DSS , DIMA as well as training providers such as TAFE Colleges , SkillShare, MRCs and services operated through AGWS, such as CBE, ESRA and NEIS.



*Participants of the Middle Aged Retrenched Greek Men Support Group in Oakleigh.*





Evaluations undertaken throughout the operation of the project have demonstrated the need for information provision and ongoing community education in a number of areas. The development of structured programs combined with general education seminars and group work, have addressed the following issues:

- DEETYA / CES labour market programs and service;
- CBE programs;
- recreation;
- self development;
- nutrition and diet;
- back education;
- relaxation techniques;
- self esteem;
- assertiveness;
- anger management;
- family relations;
- communication skills;
- heart health;
- men's health;
- middle age crisis;
- sexuality in the middle aged;
- AIDS & STD's.

In the past year, an extensive awareness campaign was undertaken through the Greek media and information was provided on issues concerning Middle Aged Retrenched Unemployed Greek Men and their families. The demand for health education was evident by the high attendance at the Heart Health Day Seminar (150 participants) which incorporated recreation as an important aspect of heart health.

One of the main achievements of the project was the work on ill health prevention relating to prostate cancer. A series of seminars on prostate cancer was held in three regions highlighting the need for further information on men's health. The health seminars have been invaluable to the middle aged retrenched Australian Greek men who have stated that ill health is a major barrier in obtaining employment.

The success of the project has been demonstrated by the number of middle aged retrenched Australian Greek men gaining employment, undertaking and completing training and/or re-training programs as well as participation in the labour market programs offered through AGWS and other providers. The success of the project is also apparent through the major transformation of the target group from a negative to a more positive outlook on life. Participants of the programs are now coping with stress and as a result their quality of life has improved substantially.





## Focus on the Frail Aged:

The Ethnic Aged Services Project is funded by the Commonwealth Department of Human Services and Health. The target group of the Project is frail older NESB people and their carers.

People in the category "frail NESB" would generally be those aged 70 years or more, who have been assessed as eligible to receive Aged Care services such as HACC services, a Community Aged Care Package or in need of residential care.

The objectives of the project are to:

- increase frail NESB people's access into aged care;
- to promote quality aged care service;
- to increase participation in decision making about aged care service by ethnic communities.

Throughout the operation of the project, it has become evident that, the issues that the Greek frail aged present with are quite diverse such as social isolation, the lack of recreational opportunities, financial difficulties, the lack of knowledge and access to respite community service and support. These issues not only affect the frail elderly themselves but also impact on the lives of their carers who are in most circumstances frail or elderly as well.

These issues have been identified through research with a particular focus on:

- consultation and liaison with other professionals and service providers from ethno - specific and mainstream agencies;
- consultation and liaison with the Greek community through direct casework and community development.

The needs of this group are addressed in the following manner:

1. Direct Casework - Individual client needs are focused on through counselling, referral and advocacy;
2. Community Development - A series of information seminars have been organised focusing on issues concerning the frail elderly and their carers. Some of the topics covered have included issues regarding dementia, carers, Aged Care Assessment teams, heart disease and Department of Social Security.
3. Media Work - This has involved numerous radio interviews and newspaper articles through the ethnic media outlets focusing on aged issues, (ie. carers, dementia, safety in the home, isolation, recreation etc.)

## Injured Workers:

The Community Based Return to Work Project is funded by the Victorian Workcover Authority and targets Australian Greek injured workers throughout the Melbourne metropolitan area.

Last year has seen this area of work undergo a number of changes, in particular a change in client needs and a focus to return to work. An increase in the level of unemployment and skills required to obtain and maintain jobs has added to the difficulties experienced by injured workers in returning to work. In the past, AGWS has observed that injured workers experience difficulties with language and due to their low level of





education, mainstream training courses have not been accessed. Therefore AGWS has introduced a vocational training program. This program has delivered structured and detailed training in the form of skill development, information provision regarding entitlements, referral to appropriate labour market services as well as support and motivation in groups. Focusing on workers and targeting skill development, the program consolidates the aim of rehabilitating workers in order to return to work and maintain long term employment.

AGWS has been working extensively with injured workers for many years. This year the focus has been on:

- Casework : offering individuals vocational counseling, advocacy and referral in a culturally and linguistically appropriate manner;
- Group support : encompassing employment opportunities;
- Structured courses : focusing on job searching techniques, training and re - training;
- Community education : Information provision to Australian Greek injured workers, organising seminars and extensive media work covering a range of WorkCover related issues.

Group work continues to be a predominant area of work. The support groups have increasingly been used as vehicles for further structured training and bridging programs to further education and/or re-training. Over the past twelve months, a structured program has been adopted in both Northcote and Box Hill and has attracted new members to the groups.



*Participants of the Injured Workers Support Group of Footscray*

Topics covered in the workshops include:

- WorkCover rights & responsibilities;
- job search techniques, increasing access to training and re-training programs;
- visits to government departments such as CES, DSS and local City Councils to inform clients of their rights in an attempt to return to work.





## **Disabilities, Mental Health, Carer's:**

Community education awareness and casework follow up has been a special focus in the last year, targetting both professionals as well as the community in general. Media work has been an effective way to raise awareness of issues affecting the Australian Greek community in the areas of disabilities and mental health.

Similarly, presentations to elderly clubs and women's groups has generated valuable discussion around the above identified issues and lead to greater acceptance and awareness of the special needs of certain members of the community.

Training requests for general consultations by medical and allied health professionals has increased over the last year, with requests for training on cultural issues to better inform casework and group work practice.

## **Recreation:**

An extensive evaluation of the effectiveness of the carer psychiatric groups was undertaken in the last financial year.

Various issues were addressed with carers and consumers who had the opportunity to comment on issues around internal group structures; guest speakers; educational needs; identified gaps in service provision as well as document the benefits of the groups, and their impact on family life and the role of carer within the family.

The lack of recreational activities undertaken by the consumer (and their lack of participation in community activities & groups) was a major identified gap.

As a result AGWS responded to this need by undertaking a joint initiative by the Welfare and Aged and Disability Units within AGWS, to develop the "Pro-links" program. "Pro-links" operates by matching volunteers with consumers to focus on the consumer's individual recreational needs. By developing a friendship, the volunteer and consumer together, participate in various activities and groups increasing community interaction, and addressing some of the negative symptoms associated with having a psychiatric illness.

To date, the "Pro-links program has been working well, and with the continual increase in client and volunteer interest, AGWS will be conducting its 2nd formal training course for new volunteers in the near future.

## **Groups:**

The Greek Psychiatric Carer Support Groups in Richmond and Oakleigh have continued to operate. Some structural changes have taken place over the last year. Participants have requested and adapted a more educational focus with the introduction of practical sessions on relaxation and stress management techniques. Guest speakers have made a valuable contribution to the groups. Speakers to date include representative professionals from the Carers Association, Schizophrenia Fellowship and a number of psychiatrists.





AGWS continues to participate in various committees where issues affecting the client group have been addressed. These committees include:

- review of respite services in the North/West regions of Health and Community Services;
- committees such as AGAPD, Migrant Consultative Committee - Sunshine DSS;
- Ethnic Disabilities Network .

### **Senior Citizens Clubs:**

AGWS Continues to maintain a strong link with Greek Seniors Clubs across Melbourne. The need for ongoing resourcing and support continues to grow as clubs attempt to meet the social and recreational needs of their members. Assistance with administrative concerns, in the development of educational programs and the assistance in developing workable relationships with local services are some of the areas of involvement over the year.

Strong links are maintained with the Association of Greek Elderly Clubs of Melbourne and Victoria, enhancing the identification of elderly needs and joint efforts to address these.

### **Greek Dementia Counsellor:**

The NAPDC {National Action Plan for Dementia Care} is a Commonwealth initiative that was developed in response to the identified gaps in service in dementia care. An important focus of this plan has been to target the non-English speaking background community.

The outposted Greek dementia counsellor project to the Australian Greek Welfare Society from the Alzheimer's Association Victoria is now in it's third year. The program focuses on the provision of counselling addressing emotional issues, supporting carers and families experiencing anxiety, guilt, conflict, loss and grief.

The project aims to provide carers with a resource for other community services but also to help advocate for culturally and dementia sensitive and appropriate service delivery.

The program also aims to enhance community awareness and understanding of issues relating to dementia and to provide workshops for professional carers about issues particular to cares of people with dementia and with working with people who have this illness.

### **Adult Education:**

1995/96 has been a year of changing focus of the provision of learning opportunities to the Australian Greek community.

The focus is on addressing Vocational needs, as identified by the community overall. With the increase in unemployment, retrenchment and the tough economic climate, more individuals are seeking employment, or have expressed an interest to undertake courses to build on existing skills, to maintain current employment.







AGWS has been funded by Adult, Community and Further Education, to conduct 2 Literacy Classes, with the emphasis on Vocational skills, targeting the unemployed, the hidden unemployed, those currently in employment and the non-job seeker.

AGWS is now accredited by the State Training Board to conduct the Certificate of General Education (CGEA). Pending funding AGWS will be to conducting certain modules of the CGEA in the near future, providing better preparation for participants to undertake more formal training opportunities in the mainstream educational system.



*Recreation activity for Support Groups of AGWS. An excursion to Philip Island in November 1995.*



*Participants of the Health Heart Day Seminar receive advice from some of the consultants that were present on the day.*



*Heart Health Day Seminar held in Oakleigh for the Greek community in the Southern Region. There was participation from, local council, local health services, QUIT, private practitioners and exercise consultants.*





## COMMUNITY EDUCATION ACTIVITIES

Date	Seminar	no. of participants
<b>JULY</b>	McKinnon Womens Group Topic: Recration and Relaxation	60
<b>AUGUST</b>	Prostate Cancer Seminar (Lalor) Guest Speaker : Dr. Clifopoulos	25
	Prostate Cancer Seminar Guest Speaker : Dr. Drakopoulos	45
	Drug Information Seminar (Huntingdale) Guest Speaker : Dr. B. Arsenakis/ Savas Avgoustakis/ Odyssey House/Neos Zavrou <i>(We acknowledge the support and participation of Chief Magistrate Nick Pappas)</i>	40
	Lalor Retrenched Men's Group Topic: Depression and Stress	15
	Avondale Heights Elderly Topic: Isolation and Depression Issues	90
	Retrenched Mens Group Topic: Stress and Depression	30
	Womens Seminar Topic: Depression and other types of illnesses	20
	Injured Workers Group - Northcote Topic: Stress and Depression	15
	Thomastown Womens Group Topic: Mental Health	20
	Drug and alcohol Seminar (Huntingdale) Savas Avgoustakis/Dr. Bill Arsenakis Con Killias(barrister), Neos Zavrou(Odyssey House)	30
<b>SEPTEMBER</b>	DEET Info. Seminar (MRC Prahran) In conjunction with DEET MLO Officer. Guest Speaker : DSS/DEET/AGWS/MRC.	22
	WorkCover /DEET (Footscray) Training/retraining opportunities. Lisa McDonald (VWA)	18





Date	Seminar	no. of participants
	Unemployed Retrenched Middle-Aged Group Topic : Family Issues 2 Seminars - North & South	20
	Lalor Greek Women's Group Topic : Domestic Violence	60
	Collingwood Women's Group Topic: Isolation and Depression	20
	Northcote Injured Womens Group Topic: Stress Management	15
	DSS Seminar - AGWS	30
<b>OCTOBER</b>	Prostate Cancer Seminar. (Footscray) Guest Speaker : Dr. Loizos	70
	Drug Information Seminar. (Footscray) Savas Avgoustakis (VPEU)/Dr. Arsenakis/ Con Killias(barrister)	30
	NEIS Program Topic : Industrial relations/EEO Issues	20
	LEAP Program - Report Writing	15
	WorkCover - Legislation rights/responsibilities	20
	LEAP - Why do we need work ? (values, beliefs, code of ethics)	15
	Presentation - LEAP Topic: Personal Presentation	15
	Lalor Greek Orthodox Womens Group Topic: Mental Illness	30
	Seminar :- Carers/Psychological Illness Greek Orthodox Community Building	30
<b>NOVEMBER</b>	Info. Seminar on Incontinence. Guest Speaker : Dr. Drakopoulos	20
	Prostate Cancer Seminar Guest Speaker : Dr. Drakopoulos	15
	Cypriot Women's Group Topic : Family Violence	25





Date	Seminar	no. of participants
	Injured Workers Support Group Topic: WorkCover ( Speaker : Deputy Opposition Leader Theo Theophanous)	20
	Blackwood Neighbourhood House Womens Group Topic: Stress Management	20
	Pro Links Training - Volunteers Topic: Mental Health/Dementia	
<b>DECEMBER</b>	Sexuality in Middle Age. Dr. Drakopoulos	5
	Carer's Issues Seminar	35
	Richmond Carer Group Issues Discussion	10
<b>FEBRUARY 1996</b>	Heart Health Day (Oakleigh) Guest Speaker : Dr. Drakopoulos Monash Community Health Centre Barbara Filokostas/Aerobics Instructor	130
	Lalor Women's Group Topic : Aged Issues	50
	Heart Health Seminar - Richmond	30
	Respite Forum/Seminar (Preston)	10
	Melville Clinic - Training with VTPU Cultural Issues in Groupwork	25
<b>MARCH</b>	LEAP - Topic : Personal Development Topic: Self Esteem, Confidence, Stress Management	15
	Oakleigh Carer's Support Group Topic : Improving Communication Skills	15
	McKinnon Women's Group Topic : Parenting Issues	45
	Yarraville Women's Group Topic : Parenting Skills & Improving Communication Skills	12
	Injured Workers Support Group Topic : Employment Opportunities	20





Date	Seminar	no. of participants
	Richmond Senior Citizens & Carer's Group Topic : ACAT Teams	60
	Lalor Women's Group Topic : Ageing Process	55
	Northern Region Volunteer Support Group Eastern Region Volunteer Support Group Western Region Volunteer Support Group Southern Region Volunteer Support Group Mental Health - Theory Communications/Interactions	
<b>MAY</b>	Aids Information Seminar (Oakleigh) Dr. Drakopoulos, Jim Sotiropoulos - AIDS Council	18
	NEIS Topic : Equal Employment Opportunities	20
	Huntingdale South Secondary College 4 Seminars - Violence/ Sexual Harassment	120
	LEAP Topic : Workcover, Discrimination, Sexual harassment	15
	Springvale Elderly Citizens Club - DSS Issues Seminar	40
	AGWS - Volunteer Groups Topic : Aged Issues 4 Seminars ( N,S,E,W)	150
	NEIS Topic: Stress Management	15
	Cypriot Women's Group - Thomastown Depression/Psychological Illness/ Stress Management	20
<b>JUNE</b>	DEET Info. Seminar (Prahran) with Eugenia Grammatikakis, ML Officer	38
	DEET Info. Seminar (Sunshine) In conjunction with Liz Lloga, DEET ML Officer	75





## **Employment Unit**

### **Contracted Case Management:**

The Australian Greek Welfare Society has been accredited through the Employment Services Regulatory Authority (ESRA) to provide a case management service to unemployed people. Case Management is funded by the Department of Employment, Education, Training and Youth Affairs (DEETYA) to assist long-term unemployed job seekers (or those who are at risk of becoming long term unemployed) enter or re-enter the workforce. AGWS has been contracted since April 1995 to provide the service to Australian Greek job seekers.

Through casework, it has been recognised that many Australian-Greek unemployed, face multiple barriers in the labour market. They experience physical, emotional, economic, cultural and linguistic constraints which prohibit them from fulfilling their employment potential. The fundamental aim of AGWS Contracted Case Management is to provide specialised support and assistance to those disadvantaged clients and inform them about work opportunities and options.

During the first year of operation, 95 clients have been registered with the program. Of these, 78% were male and 22% female representing various age groups and notably 64% were between the ages of 45 and 50. AGWS has been successful in placing 30% of all people registered with this program into employment and successfully accomplishing the following positive outcomes:

- A service that is linguistically and culturally appropriate;
- Community education and awareness of labour market programs and initiatives;
- Identification of severe employment barriers not apparent in the past;
- Identification of proven skill areas that may easily be transferable and utilised;
- Encouragement of clients to embrace change by allowing them to consider training and re-training options for the first time since becoming unemployed;
- The establishment of the administrative structure that ensures the successful operation of Case Management;

Further, Case Management has concentrated on pre-vocational counselling for the remaining 70% of clients who required ongoing specialised attention.

Currently, the Contracted Case Management is in its second year of operation and it continues to provide employment and training services to the Greek community. Accordingly, it remains a fundamental mechanism that is culturally and linguistically responsive to client needs especially for those who are 45 years and older.

### **New Enterprise Incentive Scheme:**

The New Enterprise Incentive Scheme (NEIS) is funded by the Department of Employment, Education and Training and Youth Affairs (DEETYA). NEIS aims at providing 8 weeks of accredited training to unemployed people with a business idea, on all facets of establishing, operating and promoting a small business. Whilst completing the course, participants plan and implement their market research and prepare a comprehensive business plan for the first two years of operation of their business.





Upon the successful completion of the course and the approval of the business plans by DEETYA, all successful participants are put on Income Support for a period of 12 months. Furthermore, a highly qualified, reputable and appropriate business person, a mentor, is allocated to each participant to provide support, advice and counselling during the first year of business operation.

AGWS has offered four NEIS Training Programs during the last 15 months. The duration of the courses was between 6-8 weeks and they were conducted both in Greek and English. The trainers are highly qualified in their field, while the main trainers are officially recognised, to deliver NEIS training, by the Office of Training and Further Education.

The NEIS Program caters predominantly to the needs of the Australian Greek Community of Victoria. However, AGWS has accepted participants from various ethnic backgrounds to attend the course. In doing so, AGWS has ensured that the Australian Greek Community has access and priority to the program. At the same time, other potential participants are not discriminated against because of their ethnic background.

During the first year of operation, three NEIS courses (excluding the pilot course) were successfully completed and over 55 potential business people attended the courses. The youngest participant was in the early 20s and the oldest in the early 60s. Approximately 57% of the total number of participants were males and 43% females. The business ideas of the participants were diverse and innovative. Specifically, 40% were in the manufacturing area, 28.5% in service provision, 17.8% in sales and distribution, 16.2% in hospitality and 3.5% in the area of arts.

Unfortunately, AGWS has not been funded to continue work in this area. The federal government has reduced NEIS funding nationally overall by 30%.

The AGWS NEIS project had in fact started to obtain significant successful outcomes in terms of placing course participants on NEIS income support and starting their business. It is a great regret to have had funding withdrawn as the project yielded results to a section of the community that has traditionally not been targeted by other NEIS providers.

### **Community Business Employment Program:**

The Community Business Employment Program (CBEP - Former Community Based Employment Program) of the Australian Greek Welfare Society (AGWS) was established in March 1994 following an initiative of the Victorian State Government. The Program is funded by the Department of State Development.

It is estimated that, since the establishment of the CBEP, over 1700 unemployed Australian Greeks have registered with the Program and approximately 700 have been placed in employment or training. For the period between January 1995 to June 1996 the target was 335 placements and after an official request from AGWS, this target was amended in March 1996 increasing it to 375 placements. This increase reflects the capacity of the Program to meet its targets as well as the increasing need for employment within the Greek community. The CBEP had placed over 400 unemployed people into employment during the 1995/96 financial year.

Although, the CBEP has demonstrated its ability to meet the targets set by the Government, the number of clients registered provide a strong indication that more human resources are needed, in terms of employment consultants and administrative staff, in order to enable the Program to adequately address the needs of its clientele. Currently, the staff/client ratio stands at 1/400.





According to statistical data collected between January 1995 and April 1996, the CBEP has achieved employment placements of clients within relatively short period of time. Approximately 44.5% of clients find employment within the first 3 months of registration with the CBEP. Furthermore, 15.5% of clients gain employment 3-6 months after registration, while 40% of clients find employment after 6 months. In terms of gender balance, 52% of the total number of clients are male, while 48% are female.

It has become evident, through the everyday experience that the middle aged retrenched and the younger unemployed are the most hard hit by unemployment. The majority of them are long term unemployed or at high risk of becoming long term unemployed due to a combination of complex factors. The most common factors are:

- lack of relevant vocational experience;
- linguistic difficulties;
- bias towards certain age groups on the employers' behalf;
- shortage of employment in certain fields;
- limited availability of resources and relevant services to address the needs of the unemployed in a correct manner;
- lack of knowledge of the current recruitment methods;
- difficulty in accessing training courses;
- lack of knowledge in the area of marketing unemployed.

The Program continues to provide expert vocational counselling and advice with emphasis on job searching techniques, motivation, post placement support and referral.

In doing so, the CBEP strives towards eliminating the barriers that lead to long term unemployment.

Over the past 12 months, the CBEP continued conducting free seminars for the community in the area of job searching. Successful seminars were organised for the Australian Greek young unemployed.

The CBEP has enhanced its co-operation and networking with the business community. Currently, sound working relations have been established and maintained with over 700 employers and it is estimated that during the financial year 1995-96, over 350 employment vacancies were provided to the program through the business community.

The Program offers a variety of services to the business community including:

- Information on Government Labour Market Programs and subsidies;
- information on awards, wages, employment conditions;
- pre-screening of potential employees;
- free employment vacancy advertising through the Australian Greek media;
- Information Seminars.

The support provided to the Program by the Australian Greek media, the employer groups and community organisations has once again been outstanding. It has demonstrated the united spirit of the Australian Greek community of Melbourne in the common effort to reduce unemployment. The CBEP would like to express its appreciation to Neos Kosmos, Ta Nea, 3EA, 3XY, 3CR and 3ZZZ for the unlimited support provided throughout the year. The Program would also like to acknowledge the support and co-operation provided by the Hellenic Business Forum, the Hellenic Australian Chamber of Commerce and Industry and ENOSI.







## **Child Care Centre**

The Australian Greek Welfare Society's Child Care Centre continues to provide its services to the Australian Greek, as well as to the wider community, reflecting the philosophy of the centre which is to cater to the needs of the Greek community, as well as serve and reflect our multicultural society.

### **Service Provision:**

The bilingual program was enhanced last year with the purchase of numerous new Greek books and cassettes for children and Greek resource books for staff. Through close co-operation with the staff of the Greek Consulate, Department of Education, our library for Greek parents and children has been enriched with books, posters, cassettes, magazines as well as other educational material.

The centre's multicultural program has been strengthened through further co-operation with Acacia's Indochinese Children's Centre. We were able to secure Vietnamese and Chinese speaking childcare assistants under the student placement program for 1996. Such co-operation has benefited the children and ensured that we can respond to the needs of the second largest population in our centre which is of Vietnamese background.

### **Activities:**

We had many enjoyable and educational activities at the centre this year. The Kumba Lumba music group made sure that all the children participated in music making, introducing them to the elements of rhythm. The Aboriginal Workers visit exposed children to the songs, musical instruments, dreamtime stories, body painting and dancing of our community's indigenous people. The post officer taught children how to send letters to Santa Claus and the Puppet Theatre explained the need to recycle.

The Centre celebrated the Greek National Days on the 28th of October and 25th of March. This year in our celebrations we had the enthusiastic participation of St. John's College students who performed traditional Greek dance involving the children, parents and staff. The highlight of the year was the Centre's march to the Shrine of Remembrance on the 25th of March. It was a delight to see the children dressed in traditional costumes, together with their parents.

### **Quality Care:**

The Centre's participation in the Accreditation System continued this financial year. Staff and parents worked on the Plan of Action which resulted in the revision and formation of twenty policies, procedures and guidelines. Emphasis has been given to parent participation, language policy, child protection, legal aspects in child care, hygiene and health & safety. The centre will continue to work on the Plan of Action until the end of 1996 when we will apply for Accreditation.

During the Christmas break, renovation and repairs took place inside the centre and in the yard, improving our facilities: vinyl floor was laid for the nursery, a new food storage room was established, a new rubbish area was created and a washing machine and dryer were purchased.





### **Child Care Staff:**

The child care staff, the backbone of the centre, have excelled in a two-fold aim : to continue providing a quality developmental, linguistic and cultural program and similarly to work creatively on issues stemming from the Accreditation process. The results have been of a high standard and to the satisfaction of the parents. Recent statistics show that, the majority of parents enquiring about our services have been referred by current or previous users of the centre. The work environment has become more flexible in order to accommodate the needs of staff with children, by providing part-time work and job-sharing options. The annual Performance Appraisals proved a positive experience and assisted staff in identifying their capabilities as well as future training needs.

### **Parent Participation:**

Since the establishment of the Parents Committee (PC) the centre has had a great deal of input and assistance from parents. The PC meets bimonthly to discuss the new and revised policies and procedures, and provide valuable input which assists in the operation of the centre.

Through the activities of the PC a donation from Swinburne University enabled the purchase of a much needed new washing machine. The PC has also organised a successful end-of-year party and in 1996 raised a substantial amount through its fundraising efforts. Currently, the centre's Accreditation sub-committee which includes parent and staff participation, is working on a revised Plan of Action.

### **Community Development:**

The Child Care Centre worked with various other services and organisations. There is continuing cooperation with Malvern AMES, offering work experience to retrenched /Greek workers in order to assist them with career reorientation. Student placements include Swinburne University, Melbourne University, NMCOT and Holmesglen College of TAFE. Scotch College students attend as part of their community service program and Melbourne Girls' College students attend as part of their Employment Program.

The AGWS Child Care Centres' Ethnic Children's Officer participated in a number of forums:

- The EPAC review;
- the Health and Community Services' Parenting Program;
- the Review of Regulations organised by Health and Community Services;
- the National Peak Ethnic Organisations meeting.

The officer is a member of VICSEG's Board of Management and a member of the Multicultural Resource Centre's Advisory Committee. This year the officer continued working in the Northcote and Brunswick areas, collecting data and attending the region's co-ordinators and CSRDO team meetings. The officer also gave a number of radio interviews to the Greek Ethnic Media on children's services and language and culture maintenance in the pre-school years.

As part of community development, the Children's Officer was successful in including AGWS' child care centre in the Yarranet, a project which aims at promoting knowledge and usage of the Internet to local residents through the establishment of Local Access Points. In the near future, the Officer will start work on the creation of AGWS' Home Page on the World-Wide-Web.





Finally a successful workshop was organised for the Greek speaking community providing information on the establishment and maintenance of bilingual child-care centres. This event was organised in conjunction with the Ministerial Joint Committee on Education between Greece and Australia.



*Easter excursion to the local Greek church*



*At the Shrine of Remembrance for Greek National Day Celebrations on March 25th, 1996*



*Jessica, Evelynne, Jacques experimenting with musical instruments (October 1995)*



*Enjoying the "Puppet Theatre".*



*Having fun with mask making.*



*Tahir and Vicki take part in a "role play" exercise*





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## Special Projects

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### **Greek Women's Papanicolaou Project:**

The Greek Women's Papanicolaou Project was funded under the Organised Approach for the Prevention of Cancer of the Cervix for a period of 12 months from April 1995 to March 1996.

The main aims of the project were to provide community education to Greek women, and to organise Pap Screening for groups of underscreened women. Older and rural women were identified as key groups to be targeted with information and facilitation of access to screening services.

In total, 1800 women were directly targeted with information on cervical cancer prevention, and 213 women were organised into cervical screening sessions throughout the project. As a result, 45 women booked to have mammograms, and 600 women were targeted with general health information through health day activities.

AGWS statistical data shows that:

- 49% of women undertaking Smears were between the ages of 61-70 years;
- 30% had never had a Pap Smear before;
- 16.5% did not have a Smear for over four years.

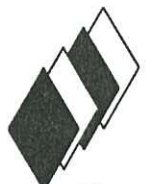
These statistics reflect the project's ability to access older underscreened women, and motivate them to undertake Smears.

Overall, the activities of the project included promoting the importance of cervical screening through the Greek media, direct contact with established groups, and the delivery of Pap Smear campaigns. Further promotion of the importance of cervical screening needs to occur, with emphasis on:

- working with and supporting General Practitioners to promote increased cervical screening;
- extensive targeting of isolated and underscreened women through the media and implementation of targeted education strategies;
- further reaching women living in rural areas with regular announcements and organisation of screening sessions.

The challenge ahead lays in the ongoing promotion of preventative health for the Greek community beyond the activities of the project.

The project was completed in March of 1996, and a final report was prepared which documented and evaluated the activities of the project. This report is available through the AGWS offices.





## Carer's Needs Research:

AGWS and the Key Centre for Women's Health in Society at the University of Melbourne have been conducting a joint research project into the health and social experiences of carers in Australian Greek families.

Preliminary findings of the research were presented earlier this year at the 2nd Women and Migration Conference in Sydney by the Chief Researcher Professor Carol Morse. The final report will be available by the end of 1996.

The research project seeks to examine the experiences of Australian-Greek families who are involved in caring for an elderly and or disabled person so as to :

- identify the issues that impact on caring needs;
- examine whether acceptance of the role of caring for an elderly and or disabled person has changed over time;
- 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.

This research project is funded by the Bureau of Immigration, Multicultural and Population Research.

Steering committee representation for this project is as follows:

Prof. 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.)





## **Landcare & Environment Action Program: (L.E.A.P.)**

For the second successful time, AGWS was funded by the Department of State Development and the Department of Employment, Education, Training and Youth Affairs to sponsor a Land Environment Action Program (LEAP). The project is entitled 'Multicultural Visual Art Project'.

The theme of the project is to conserve the cultural richness of the Richmond community through the development of a large mural on the outside wall of the AGWS building in Corsair Street, Richmond. This will be achieved through the collation of materials such as photos, written pieces of information and other local memorabilia. The participants will conduct research and canvass the local business community, sporting clubs and community organisations. This will allow the whole community to participate in the development of a theme for the mural.

Participants in this project are between the ages of 15 -20, disadvantaged and at risk of being long term unemployed. The project aims to give participants the skills to gain employment or undertake further vocational training.

The participants themselves come from various ethnic backgrounds, with the majority being predominantly Greek. This relates to the project, as the focus of the project is multiculturalism and the participants are able to give first hand accounts of their own experiences on this topic.

As Managing Agent and Sponsor, AGWS is to ensure the effective delivery and administration of the six month training program. In addition to other project activities, training is accredited and consists of specific core modules delivered by AGWS staff and elective modules of formal training delivered by Holmesglen TAFE. Further to the training and other project activities, work experience is an integral part of LEAP.

In line with the requirements of LEAP, participants undertake the following training components from Holmesglen TAFE:

- Scenic Art Techniques;
- Photography;
- Design Concepts.

AGWS is delivering Work place Communications, Jobsearch Techniques, Problem Solving, Occupational Health and Safety and First Aid. These modules are accredited and therefore the participants receive an accredited Certificate (Certificate of LEAP) at the end of the program that will allow them to gain entry into certain TAFE courses and be given exemption from these units if they are successfully completed.

As part of the program, the participants undertake 2 weeks work experience. A wide range of employers will be taking on one participant. This will allow participants to gain numerous skills necessary in gaining employment. It will build up their self esteem, confidence and allow them to gain employer contacts for future employment.





Australian Greek Welfare Society

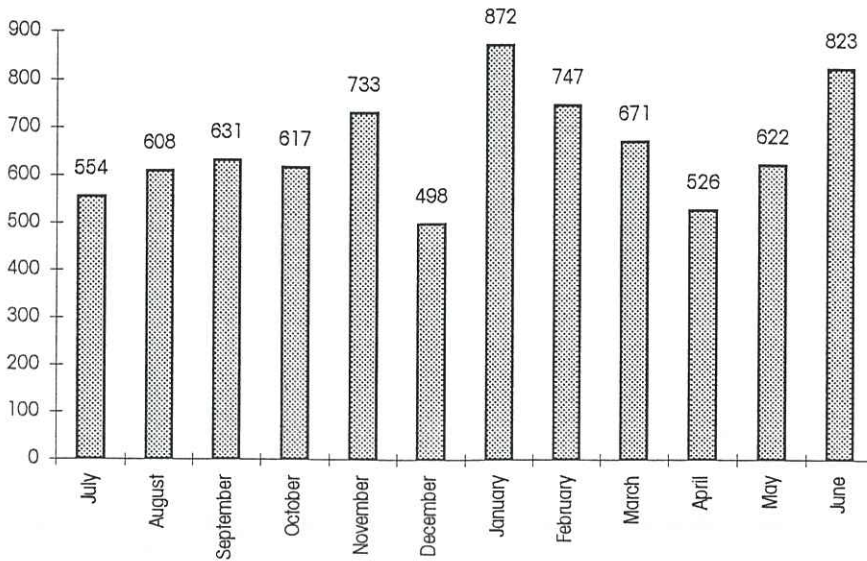
*Αυστραλο-Ελληνική Κοινωνική Πρόνοια*

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# **Statistical Profile**

July 1st, 1995 - June 30th 1996

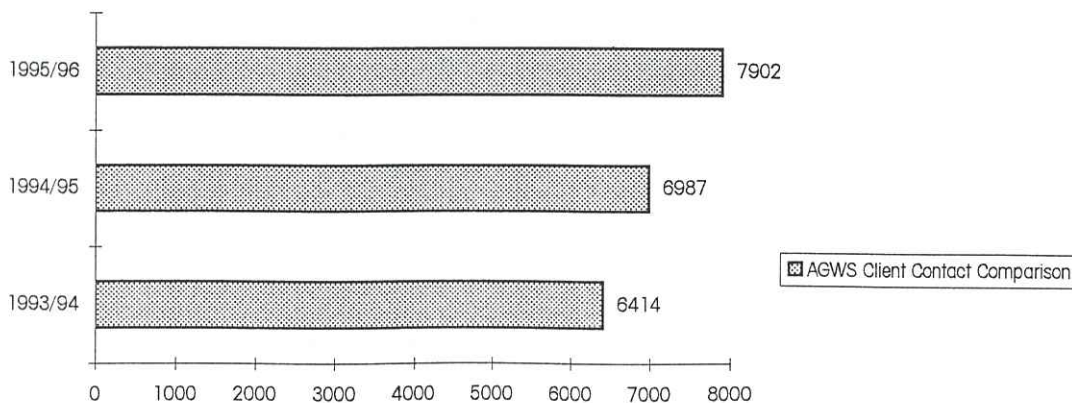




**Figure 1: AGWS Client Contacts**

A total of 7,902 client contacts were recorded in the last year, reflecting a substantial increase in service use across all areas of operation.

AGWS Client Contact Comparison



**Figure 2: AGWS Client Contact Comparison**

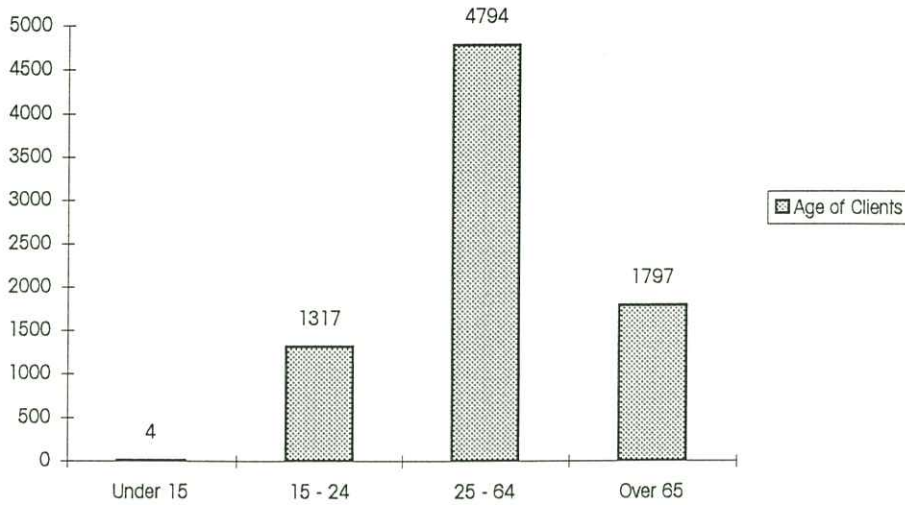
The establishment of new programs clearly reflect an increase in the number of people who contact AGWS for services.





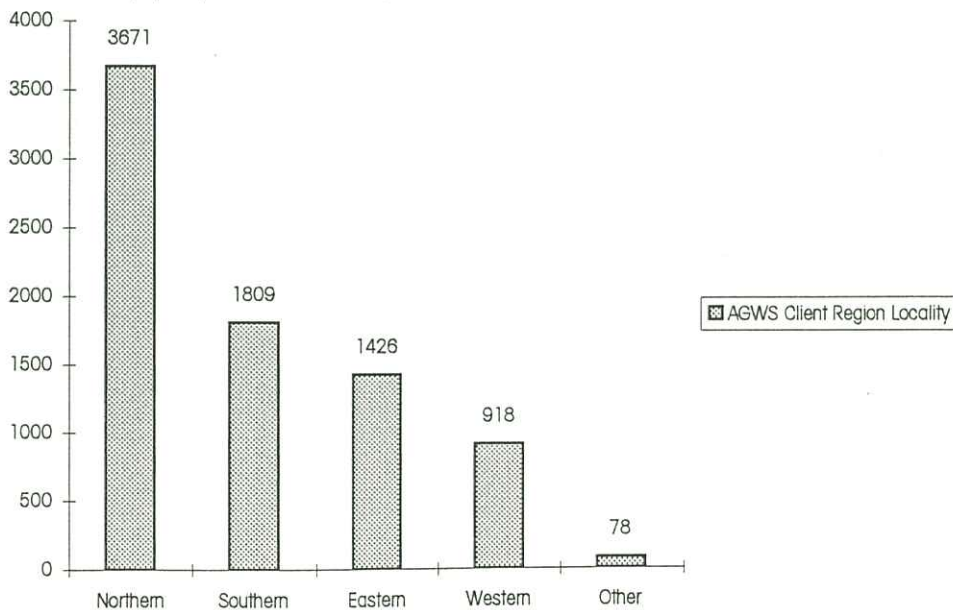


Age of Clients



**Figure 3: Age of AGWS Client Contacts**

While AGWS predominantly still services people 45 years and older there has been a steady increase in service use by people under the age of 25 years.



**Figure 4: Geographic Distribution of AGWS Client Contacts**

The geographical distribution of clients reflect higher use by people living in the Northern and Southern regions.



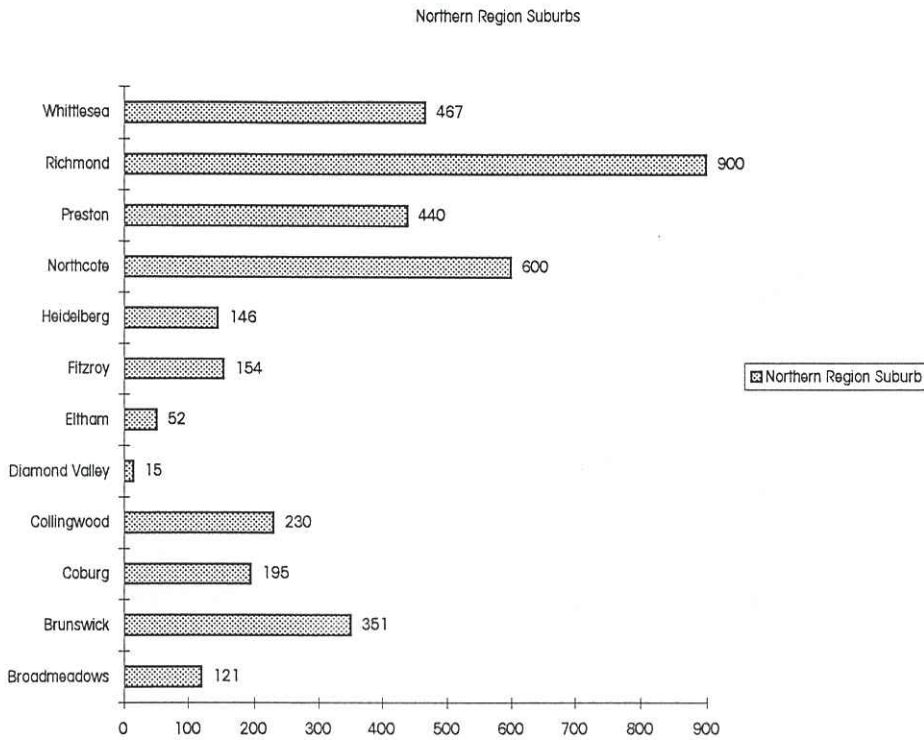


Figure 4a: Northern Region Suburbs

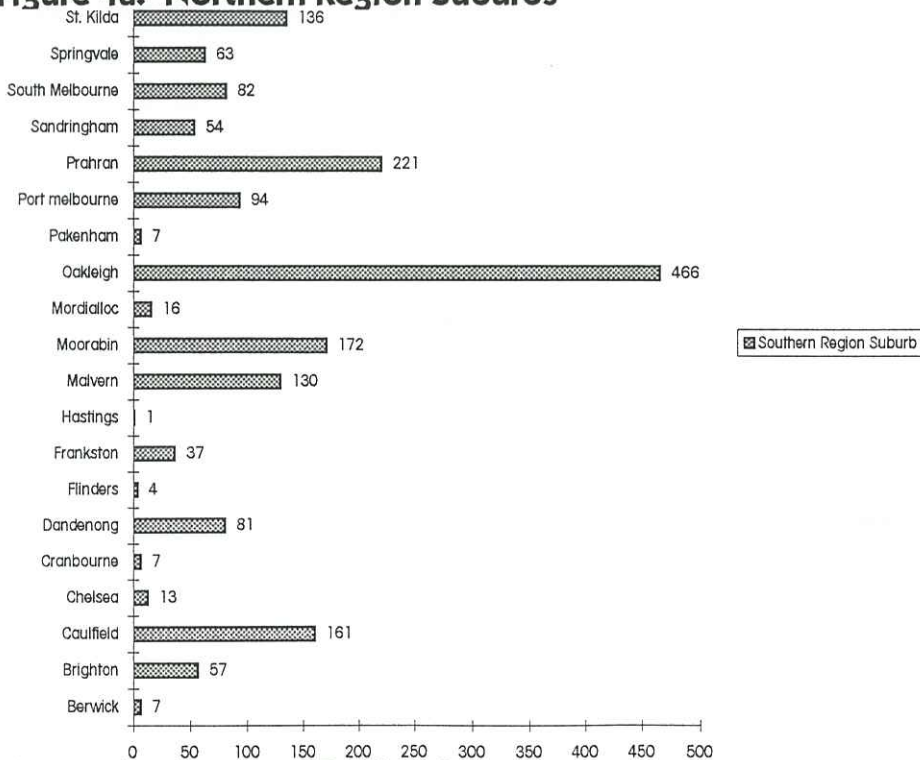


Figure 4b: Southern Region Suburbs





Eastern Region Suburbs

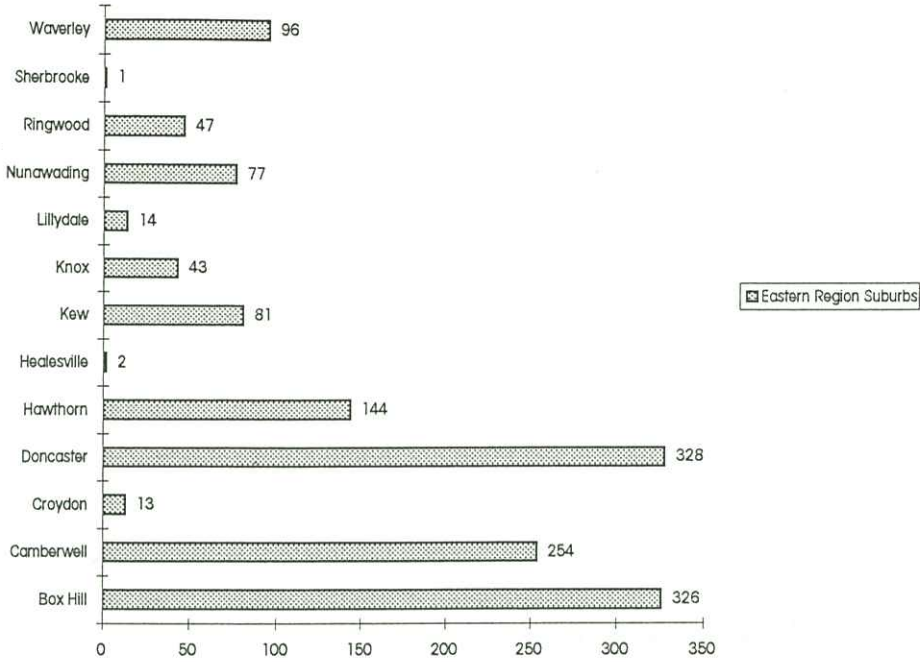


Figure 4c: Eastern Region Suburbs

Western Region Suburbs

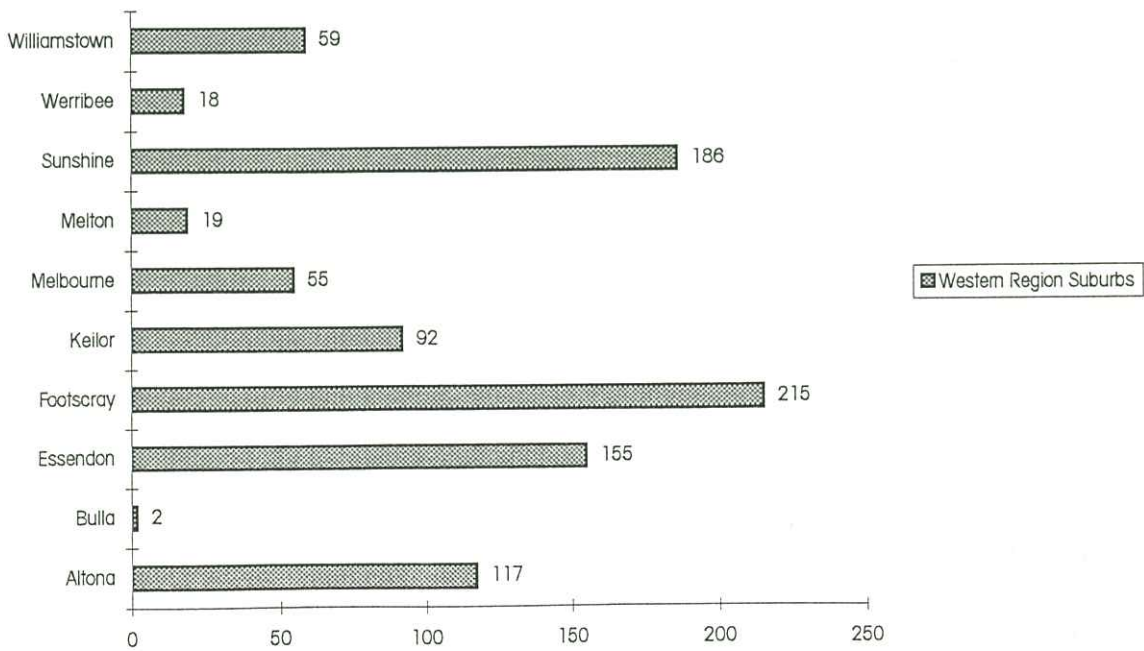
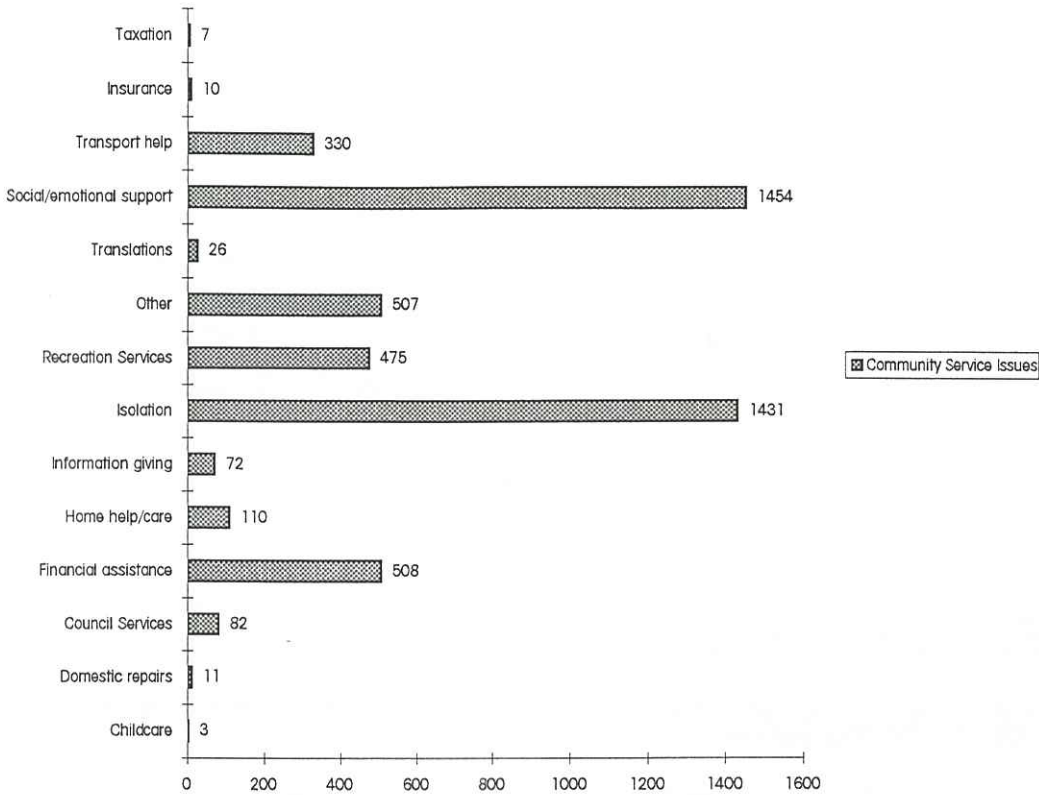


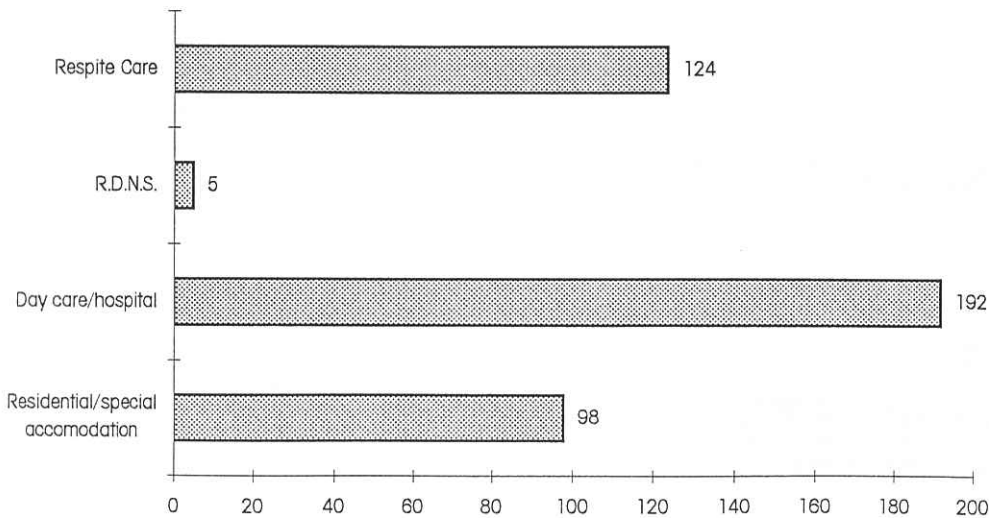
Figure 4d: Western Region Suburbs





**Figure 5: Presenting Community Service Issues**

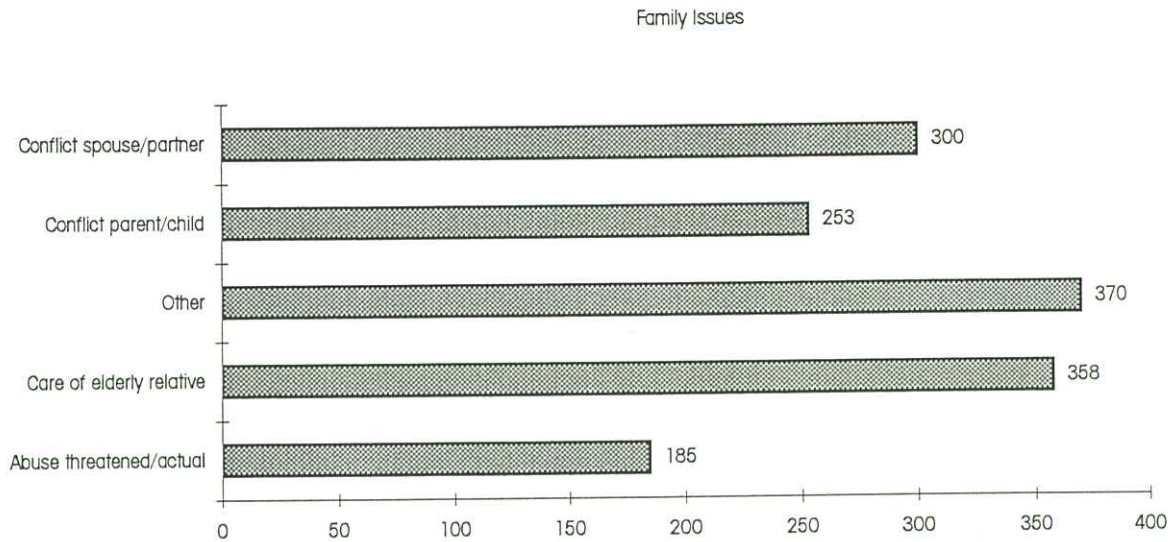
Social, emotional support and isolation issues are the predominant presenting issues in this category. Financial assistance is also a significant issue.



**Figure 5a: Issues affecting our frail elderly.**

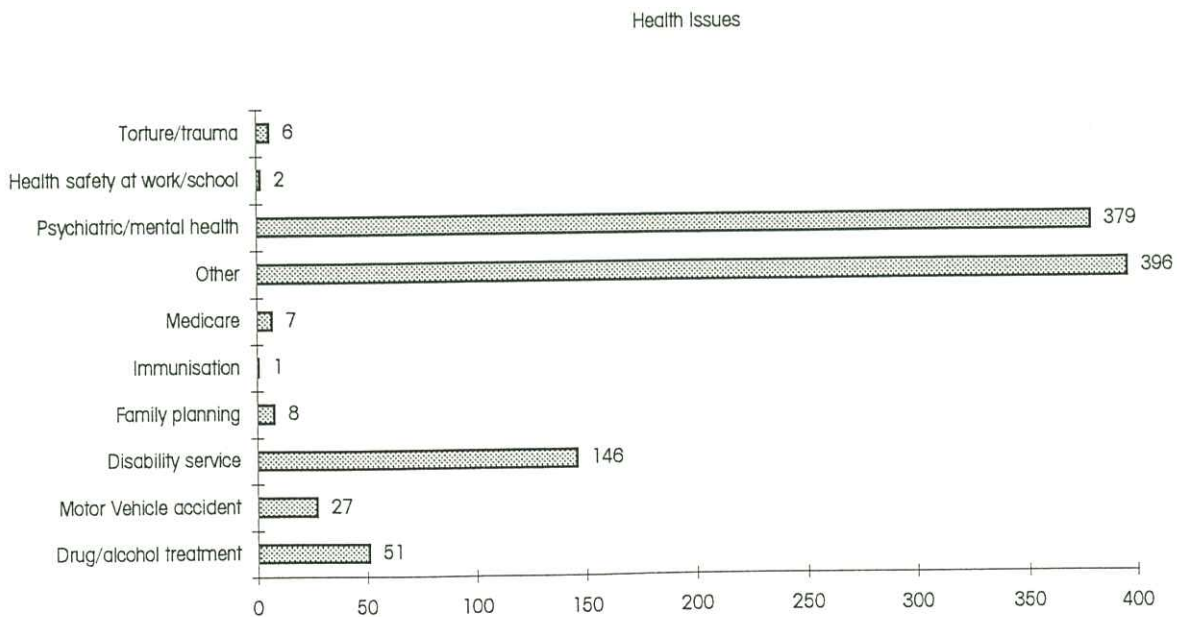
Day care and respite care are the main presenting issues affecting our frail elderly community while accommodation issues are fairly significant.





**Figure 6: Presenting Family Issues**

Family issues represent a significant proportion of the over all client contacts. Family conflict and care of elderly relatives dominate as presenting issues.



**Figure 7: Presenting Health Issues**

Psychiatric illness remains an area of concern for AGWS with high levels of client contact.





Australian Greek Welfare Society

*Αυστραλο-Ελληνική Κοινωνική Πρόνοια*

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# Financial Statements

July 1st, 1995 - June 30th 1996





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## **Financial Statements Index**

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## 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 sheet as at 30th June 1996 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  
Petros Yiallouris  
Peter Katsambanis  
Popi Kostarakis  
Mary Revis

Angelis Calodoucas  
Prodromos Haitidis  
Lia Zaparas  
Nick Katris

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 loss of the company for the year was \$ 8657.00

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 or 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 or 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

Eugenia Grammatikakis  
(President)

Lia Zaparas  
(Hon. Treasurer)

2nd day of August, 1996







## 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 1996. 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 1996 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 2nd day of August, 1996.





## 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 1996.
  - (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:

.....  
Eugenia Grammatikakis  
(President)

.....  
Lia Zaparas  
(Hon. Treasurer)

2nd day of August, 1996





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Profit and Loss Account for the period ended 30th June, 1996

	NOTE	1996	1995
Operating Profit <Loss> before Extraordinary Item	2	(169362)	2,608
Extraordinary Item	3	<u>160705</u>	---
Operating Profit <Loss> after Extraordinary Item		(8657)	2,608
Accumulated losses at the beginning of the financial year		<u>(177,773)</u>	<u>(180,381)</u>
Accumulated losses at the end of the financial year		<u>(186,430)</u>	<u>(177,773)</u>

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



**Australian Greek Welfare Society Ltd.**

(Limited by Guarantee)

A.C.N. 005 110 305

**Balance Sheet  
as at June 30th 1996**

	NOTE	1996	1995
<b>CURRENT ASSETS</b>			
CASH AT BANK	4	63290	255187
ANTICIPATED GRANTS	5	<u>8500</u>	<u>71321</u>
TOTAL CURRENT ASSETS		<u>71790</u>	<u>326508</u>
<b>NON-CURRENT ASSETS</b>			
PROPERTY - 8 CORSAIR ST.	6	250000	250000
PROPERTY - 7 UNION ST.	6	390000	39000
PROPERTY - 7 UNION ST. RENOV.	6	157400	
FURNITURE & EQUIPMENT	6	<u>85791</u>	<u>107692</u>
TOTAL NON-CURRENT ASSETS		<u>883191</u>	<u>396692</u>
<b>TOTAL ASSETS</b>		<u>954981</u>	<u>723200</u>
<b>CURRENT LIABILITIES</b>			
CREDITORS AND ACCRUALS	7	---	0
PROVISIONS	8	319005	417033
GOVERNMENT GRANTS IN ADVANCE	8	<u>104293</u>	<u>121899</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>423298</u>	<u>538932</u>
<b>NON-CURRENT LIABILITIES</b>			
OTHER CREDITORS	9	<u>468113</u>	<u>112041</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>468113</u>	<u>112041</u>
<b>TOTAL LIABILITIES</b>		<u>891411</u>	<u>650973</u>
<b>NET ASSETS</b>		<u>63570</u>	<u>72227</u>
<b>MEMBERS FUNDS</b>			
RETAINED PROFIT/ (LOSSES)		(186430)	(177773)
ASSET REVALUATION RESERVE		<u>250000</u>	<u>250000</u>
<b>TOTAL MEMBERS FUNDS</b>		<u>63570</u>	<u>72227</u>





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)  
A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

#### 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 Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

NOTES (Continued)	1996	1995	1994
	\$	\$	\$
<b>NOTE 2.</b>			
<b>OPERATING SURPLUS/(LOSS)</b>			
THE OPERATION RESULT INCLUDES FOLLOWING ITEMS OF INCOME AND EXPENSES			
<b>OPERATING INCOME</b>			
GOVERNMENT GRANTS	1443264	1313086	1007606
<i>OTHER OPERATING INCOME</i>			
PARENT FEES FOR CHILD CARE	149671	136812	133054
INTEREST - BANK INTEREST	8730	15486	10402
FUNDRAISING	19793	---	10123
ADMINISTRATION	15973	6870	1500
SUNDRY	3908	8743	11510
DONATIONS	6802	2500	2083
MEMBERSHIP FEES	552	673	1196
GAIN - SALE OF BUS	---	---	8329
WORKCOVER REIMBURSEMENT	---	819	2985
OTHER INCOME	2736	3328	---
	<u>208165</u>	<u>175231</u>	<u>181182</u>
<b>TOTAL OPERATING INCOME</b>	1651429	1488317	1188788
<b>OPERATING EXPENSES</b>			
DEPRECIATION	12676	9758	10845
TRANSFERS TO (FROM) PROVISIONS	---	15191	53686
EMPLOYEE BENEFITS	12677	83389	7186
AUDITORS REMUNERATION AUDITING & OTHER SERVICES	8729	7330	7940
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 Ltd.

(Limited by Guarantee)  
A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

#### NOTES (Continued)

	1996 \$	1995 \$
<b>NOTE 3.</b>		
MAINTENANCE	137885	---
EMPLOYEE BENEFITS	22820	---
	<u>160705</u>	<u>---</u>
<b>NOTE 4</b>		
CASH AT BANK	28290	51432
WESTPAC BANK ACCOUNT	<u>35000</u>	<u>203755</u>
	<u>63290</u>	<u>255187</u>
<b>NOTE 5.</b>		
CARERS	6000	
COMMUNITY BASED EMPLOYMENT DEPARTMENT OF EMPLOYMENT EDUCATION & TRAINING		16400
		4348
COMMUNITY BASED EMPLOYMENT NEW ENTERPRISE INCENTIVE SCHEME		10200
ADULT LITERACY 1		34908
ADULT LITERACY 2	2500	2745
	<u>8500</u>	<u>2720</u>
ANTICIPATED GRANTS		<u>71321</u>





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

#### NOTES (Continued)

#### NOTE 6.

PROPERTY AT 8 CORSAIR ST. RICHMOND DIRECTORS VALUATION	<u>250000</u>	<u>250000</u>
PROPERTY - 7 UNION ST. BRUNSWICK - AT COST	390000	---
PROPERTY - 7 UNION ST. RENOV. - AT COST	<u>157400</u>	<u>---</u>
FURNITURE AND EQUIPMENT AT COST LESS ACCUMULATED DEPRECIATION	105390 <u>(73646)</u>	113847 <u>(65653)</u>
	31744	48194
IMPROVEMENTS LESS AMORTISATION	61275 <u>(8793)</u>	63725 <u>(4227)</u>
	<u>52482</u>	<u>59498</u>
FURNITURE & EQUIPMENT - UNION ST. LESS ACCUMULATED DEPRECIATION	1684 <u>119</u>	--- <u>---</u>
	1565	---
	<u>85791</u>	<u>107692</u>
<b>NOTE 7 CURRENT LIABILITIES.</b> CREDITORS AND ACCRUALS	---	---







## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)  
A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

#### NOTES (Continued)

#### NOTE 8 CURRENT PROVISIONS.

EMPLOYEE BENEFITS	235129	220271
SEVERANCE PAY	83876	58877
MAINTENANCE	---	137885
	<u>319005</u>	<u>417033</u>

#### GOVERNMENT GRANTS IN ADVANCE

GRANT-IN-AID	49834	---
EMPLOYMENT	24074	10000
WELFARE 3	13777	20000
CASE MANAGEMENT	---	8000
LEAP	13000	9000
ADULT LITERACY	3608	2706
PAP	---	26193
SUNDRY	---	46000

#### TOTAL GOVERNMENT GRANTS IN ADVANCE

<u>104293</u>	<u>121899</u>
---------------	---------------

#### NOTE 9.

#### OTHER CREDITORS.

PAYROLL TAX	107541	112041
LOAN - WESTPAC	360572	---
	<u>468113</u>	<u>112041</u>

#### NOTE 10.

#### FINANCIAL REPORTING BY SEGMENTS AND LOCATION.

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





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Notes to and forming part of the Accounts for the year ended 30th June, 1996

#### NOTES (Continued)

#### NOTE 11 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	28290
Cash at Bank-Westpac	35000
	<u>63290</u>

**1996**

**\$**

- b) Reconciliation of cash flow from operations:

Operating Profit	182038
Amortisation	---
Depreciation	(12676)
Profit on sale of property, plant & equipment	---
Increase - building maintenance	---
Income - employee provisions	<u>(12677)</u>
<b>Cash Flow from operations</b>	<u>(156685)</u>

- c) Non-Cash financing and investing activities





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Statement of Cash Flows for the period ended 30th June, 1996

	NOTE	1996
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts		1642699
Payments to Suppliers and Employees		(1808114)
Interest received		8730
Net cash provided by (used in ) operating activities	10 (b)	<u>(156685)</u>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of property, plant & equipment		---
Payment for property, plant & equipment.		---
Net cash provided by (used in) investing activities		28582
Net cash flow from financing activities		320000
Net increase/decrease in cash held		(191897)
Cash at beginning of year		<u>255187</u>
<b>Cash at end of year</b>	10 (a)	<u>63290</u>





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Income and Expenditure for the year ended 30th June, 1996

	1996	1995
<b>INCOME</b>		
Administration fees	15973	6870
Welfare Aged	48002	40000
HACC grant	---	30174
Child Care fees	149671	133056
Donations	6802	2500
Membership fees	552	673
Fund-raising income	19793	---
Sundry Income	3908	8744
Interest	8730	15486
Workcover	2736	819
Childcare	205191	218446
Grant-in-Aid Welfare	198322	192166
Adult Day Care & Respite grants	350495	312504
Adult Day Care - fees	---	3754
Recreation Project	---	6400
Visitation - Community Visitors	26262	24438
Visitation - Social Support	91570	84028
Employment	218663	198031
VARC / WorkCover	47000	42379
Adult Literacy Project	11134	13583
Other Income	---	3328
Child Care Coordinator	35606	32044
Case Management	36995	16000
LEAP PROJECT	66602	18502
Carers Research Project	12000	9000
PAP PROJECT	26191	15715
NEIS PROJECT	44053	59677
OTHER GRANTS	25178	---
<b>SUB TOTAL</b>	<u>1651429</u>	<u>1488317</u>
<b>EXTRAORDINARY ITEMS</b>		
MAINTENANCE	137885	---
EMPLOYEE BENEFITS	22820	---
<b>TOTAL INCOME</b>	<u>1812134</u>	<u>1488317</u>





## Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N. 005 110 305

### Income and Expenditure for the year ended 30th June, 1996

	1996	1995
<b>LESS EXPENDITURE</b>		
Salaries	1232282	988167
Insurance	9732	4436
Workcover	47307	31340
Fundraising expenses	9120	---
Telephone and postage	39920	25306
Printing and stationary	14469	18720
Travel	35554	27593
Repairs and Maintenance	61790	29161
Electricity & Gas	7773	6353
Advertising	3704	8405
Depreciation	12676	9758
Bank charges	2271	5088
Audit, Accounting and other services	8729	7330
Project Fees	43689	16979
Rent	7449	6951
CAB charges	50464	42624
Sundry items	11147	2498
Child care expenses	34426	30807
Payroll Tax	52733	38114
Superannuation	45753	22811
Resource/ Publicity materials	2496	4596
Administration Cost	2689	8200
Petty Cash	5517	5713
Meeting expenses	7392	4751
Rates and Taxes	2040	1726
Subscriptions and newspapers	3243	1095
Union fees	1768	---
Cleaning expenses	15782	15416
W/C Medical Expenses	2488	---
Program activities	14264	21968
Security	1521	1223
Interest	17926	---
Employee Benefits	12677	83389
Severance Pay	---	15191
<b>TOTAL EXPENSES</b>	<b><u>1820791</u></b>	<b><u>1485709</u></b>
<b>OPERATING SURPLUS/(LOSS)</b>	<b><u>(8657)</u></b>	<b><u>2608</u></b>

