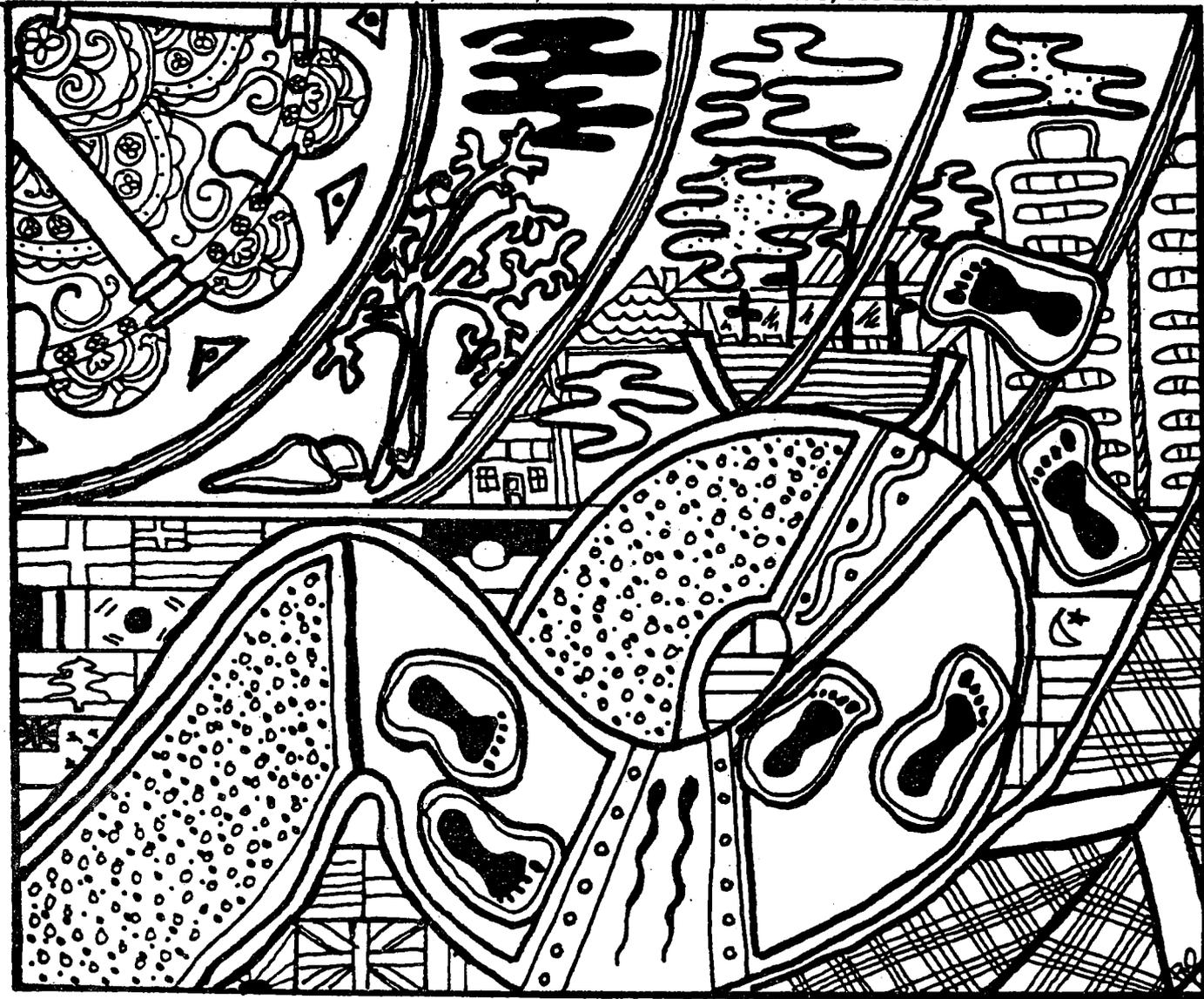


# SOUTH SYDNEY COMMUNITY AID CO-OP

118 REGENT STREET, REDFERN, N.S.W., 2016. PHONE 699-4073, 699-2260



## ANNUAL REPORT 1988

## MEMBERS/SHAREHOLDERS

Viv Abraham, Ahmed Ali, Dr. John Baggott, William Baird, Margaret Barry, Marsha Barry, Dr. Ronald Beazley, David Bassett, Meropy Bernhard, Black Theatre Arts & Culture, Rosemary Bollard, Helen Bonanno, Lawrence Brereton, Beverley Briggs, Ronald Brown, Margherita Bruce, David J. Burns, John J. Butcher, Judith Cameron, Cheryl J. Cathles, Sandra Ceissman, Michael A. Clohesy, Jean Currell, Pamela A. Denham, Ronald J. Denham, Jeanette Dickson, Reyna Dight, Elsa Dixon, Pamela J. Esdaile, Margaret Faunce, Harry Field, Terence Findlay, Judith Fleming, John Floyd, Terry Folan, Nicholas Fotinos, Heinz Gebbeken von Hollander, Christine Gleeson, Thomas Gleeson, Jacques Gonthier, Thomas Hamerton, Sam Harakeh, Ellen F. Huntley, Gordon R. Ibbett, Inner City Parish, Inner City Regional Council, Irish Community Centre, Colin L. James, Lillian James, Francis Kanneh, Ray Kelly, Poppy Keramea, Betty Kerameas, Monica Khouri, Ken Klippel, Con Koutsounadis, Irene Koutsounadis, John Koutsounadis, Rea Koutsounadis, Vivi Koutsounadis-Germanos, Peter Koutsouvelis, Michael J. Lane, David C. Lloyd, Lea J. Loeve, Brenda Maling, Dennis Mansfield, Patricia McDonnell, Barrie McMahon, Beth Mitchell, Monday Activities Group, Martin Mowbray, Pam Mowbray, Robert C. Mowbray, Catriona Mumbulla, Vladimir Navoev, Judith Nino, Chung Nguu, Severence Olsen, Susan Olsen-Catford, Janice Fay Pacey, Richard J. Pacey, Kim Pavlovich, Norma Penglase, Jose Perez, Angela Politis, Cleonie Quayle, Leslie Rambaldini, Robyn Rasdall, Syrus Razzaghipour, Redfern Legal Centre, Leslie Redwin, Regas Feraios Greek Progressive Society, Iris Reynold, Abedelkarim Rizk, John Rule, Elizabeth Sadlier, Norma Sanchez, Frank Sartor, N.G. Schofield, Arnold Seitz, Karine Shell-shear, Losena Siale, Marion Simon, Harold Smart, Kenneth Smith, P.A. Smith, Wynfred Snaith, Stephen Snook, Laurel Sommer, Julie Spies, Maurice Stewart, Neil Stuart, Sydney University Settlement, Tenants' Union of NSW, Turanga Social Welfare Club, Edna Turvey, Frederick Turvey, Mary Anne Veriscek, Bertha Ventura, Harvey Volke, Margaret Walker, Evelyn Webb, Sue Willis, Daphne Woodhouse, Khaled el Yatim.

## GIVERS

South Sydney Community Aid wishes to thank the following persons, organisations, or Government departments who have given money:-

C. Larsen, B. Oliver, Sydney City Council, Department of Youth & Community Services, Ethnic Affairs Commission of NSW, Department of Aboriginal Affairs, Department of Employment & Industrial Relations, Department of Immigration & Ethnic Affairs, Office of Special Employment, Arts Council, Aboriginal Arts Board, Department of Housing, Department of Transport, Redfern RSL.

We acknowledge in particular the assistance given by the grant of \$17,500 in the year from the Council of the City of Sydney.

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### OBJECTIVES

1. Primarily provides social welfare by assisting in the relief of poverty, distress, sickness, suffering, destitution or helplessness;
2. Provide an enquiry, answering and advisory service to assist with the above project;
3. Co-operate with an assist in the co-ordination of groups and agencies working in the area;
4. Sponsor and encourage continued research into the needs of the community and apply those findings for the development of the programme;
5. Focus attention on any social needs in the area and enable local residents to meet these needs;
6. Stimulate and provide channels for individual and group participation in the development of services in the area;
7. Any other object consistent with Community Aid, the Board and/or members may adopt from time-to-time at meetings called pursuant to these rules.

### QUALIFICATION FOR MEMBERSHIP

1. Every member shall hold at least one share;
2. Membership may be corporate or individual;
3. Agencies actively engaged in social services in the area may apply, or be invited to apply, for membership and shall be designated as "Agency Members";
4. Groups and organisations interested in social services in the area, but not actively engaged, may apply or be invited to apply for membership and be designated "Society members";
5. Corporate, agency, society or organisational members shall be represented by individuals nominated in writing by their organisation as their representative or alternate representative.
6. Each member, whether individual, corporate, agency, society or organisational, in attendance at meetings, shall have one vote only as per Rule 55, regardless of the number of shares held and there shall be no proxy votes as per Section 86(9) of the Act;
7. There shall be no joint shareholding;
8. A member who has had no contact with the Society for a period of two years may have their share or shares forfeited as provided in Rule 22.

**BOARD OF DIRECTORS - 1987-1988**

Margaret Barry	(elected 16/9/86)
Dr. Ronald Beazley	(elected 16/9/86)
Helen Bonanno	(elected 15/9/87)
Beverley Briggs	(elected 15/9/87)
Lou Davis	(elected 15/9/87)
Harry Field	(resigned 19/4/88)
Loretta Fogarty	(elected 15/9/87 to 1988)
Terry Folan	(elected 16/9/86)
Miles Lalor	(Deceased August 1988)
Brian Moore	(elected 16/8/88 to 1989)
Kate Mumbulla	(elected 15/9/87)
Syrus Razzaghipour	(elected 15/9/87)
Harold Smart	(elected 15/9/87)
Fred Turvey	(elected 15/9/87)
Harvey Volke	(elected 16/9/86)

**COMMITTEES**

Management Committee: Harold Smart, Loretta Fogarty, Ron Beazley, Margaret Barry and Terry Folan.

Migrant Committee: Harvey Volke, Helen Bonanno, Harry Field, Syrus Razzaghipour, Ley-Ping Lee, Pesa Aloisio.

Aboriginal Committee: Miles Lalor, Loretta Fogarty, Lou Davis, Beverley Briggs, Brenda Maling, Poppy Bernhard, Mac Silva, Linda Bell and Colin James.

Festival Committee: Kate Mumbulla, Brenda Maling.

Environment Committee: Fred Turvey

**WE ARE MEMBERS OF:**

Australian Council of Social Services  
Community Child Care Co-op. Ltd.  
Community Information Development Association  
Co-operation Federation of N.S.W.  
Ethnic Communities Council of N.S.W.  
Inner Sydney Migrant Interagency  
Inner Sydney Neighbourhood Centres Forum  
Inner Sydney Regional Council for Social Development  
Interagency Migration Group  
Local Community Services Association  
NSW Council of Social Services  
NSW Grant-in-Aid Migrant Workers' & Agencies Co-op. Ltd.  
NSW Shelter Co-op. Ltd  
People for Nuclear Disarmament  
Radio Eastern Sydney  
Redfern Aboriginal Community Youth Support Scheme  
South Sydney Committee of the Australian Assistance Plan

South Sydney Community Transport Committee  
South Sydney Youth Services Committee  
South West Inner Sydney Housing Co-op. Ltd  
Sydney University Settlement  
Tenants' Union of NSW Co-op. Ltd  
Workers' Health Centre

STAFF (as at September, 1988)

Neighbourhood Centre Project

Co-ordinator: Neil Stuart (resigned 7/9/88)  
Andrew Hazel (appointed 29/8/88)  
Typist: Jeanette Lain (20hrs per week)  
Accounts Clerk: Laurel Sommer (14hrs per week)  
Cleaner: Lambrini Kakoliris  
Cleaner: John Kakoliris

Migrant Community Resource Project

Community Development Officer: Lee Ley-Ping (4 days)  
Community Resource Officer: Pesa Aloisio (14hrs per week)

Aboriginal Community Resource Project

Senior Community Resource Officer: Brenda Maling  
Community Resource Officer/Youth Worker: Mac Silva  
Community Resource Officer: Meropy Bernhard  
(4 days per week)  
Typist/Receptionist: Linda Bell

Staff Changes

It was with regret that Co-ordinator, Neil Stuart's resignation was accepted from 7 September, 1988. Andrew Hazel was appointed to the position from 29 August, 1988.

Maria Valentic and Racquel Tapia were employed on a grant from the Community Employment Programme, to complete the Community Service Director until 31st December, 1987.

Staffing of Related Projects

South Sydney Community Aid sponsors a number of projects. Some are short-term, others on-going. Some operate as part of Community Aid, others are virtually autonomous.

Under a grant received from the Department of Youth & Community Services and administered by South Sydney Community Aid, the South Sydney Youth Services Committee operates a Detached Youth Worker project. Shane Brown is the Detached Youth worker. From 19 August, 1988, Shane has gone on 9 months leave. Wayne Sonter has been appointed to the position.

Under an arrangement between South Sydney Community Aid and the South Sydney Community Transport Committee, the funds of the Transport Committee are administered by Community Aid who supplies office space, some office equipment, telephone, typing and copying services. Helen Aston remains as the Co-ordinator.

The Transport Committee sponsors a H.A.C.C. project which employs a Co-ordinator and a bus driver. Max Golding was appointed on 13/7/87 and left 11/5/88. Barbara Kelly was appointed on 18/5/88. Mira Secorov remains as driver.

The Sydney Tenants Advice & Referral Service and South Sydney Community Aid continue an agreement whereby Community Aid administers grant monies received from the Department of Housing.

Two staff, Margo Moore and Beth Newell, are employed by the Tenants Advice & Referral Service. Research project officer, Karen Cummings left on 31st December 1987 on completion of the project.

The Redfern Tenants Association entered into an agreement whereby Community Aid administered a grant from the Community Arts Board to enable the Association to start up CTV-1. Royce Sutcliffe was re-employed from 1/1/88.

South Sydney Community Aid administered a PEP grant received by the South Sydney Youth Services Committee. Bruce Grant was employed to staff the project from June 29, 1987 to 31st December, 1987.

#### Volunteers

Ernie Ridding has continued to do handyman and repair jobs for the agency and clients.

The Coffee Shop/English Conversation Group has been maintained on Thursday mornings by Kim Pavlovich.

Volunteers have helped with the South Sydney Festival.

Directors and members contribute their work voluntarily to the Board and Committees.

#### Student Placements

Lisa Clement and Chris Peken started on May 30, 1988, a 50 day placement with South Sydney Community Aid.

Bernard Tabi worked with Community Aid for 5 days as part of the preparatory course for the Welfare Certificate.

## **SOUTH SYDNEY COMMUNITY AID - A COMMUNITY RESOURCE CENTRE FOR SOUTH SYDNEY**

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### \* Working With Groups

The resources of South Sydney Community Aid are available to work with any group in the South Sydney area who is a member, whose aims are consistent with ours or who represents tasks and people we are working with.

Staff are available to work with these groups. Our skills are in helping people with the process in making decisions, in finding out where to get information, and in making available information.

We may be able to help with typing, copying, work space, distributing information, letters, etc., meeting space.

### \* Social Welfare Service

**Office Hours:** Monday to Friday  
9.00am to 12.30pm  
1.30pm to 4.30pm

**Telephone Nos:** 699-4073, 699-2260 and 699-9391.

Our staff are available to anyone to discuss in a friendly and informal atmosphere any matters which are of concern. If we cannot directly assist the person, then we will refer the person to someone who can assist. If we cannot provide the information which is sought, then we will get the information for the person.

Some of the matters we help people with are:-

Welfare rights  
financial problems  
accommodation problems  
consumer rights  
family problems  
tenants advice  
immigration problems.

### \* Tenants' Advice Service

As well as being available during the above office hours to provide advice to tenants, we attend to the Tenants' Union Hotline on one morning a week, when we provide immediate phone advice to tenants ringing in.

### \* Coffee Shop/English Conversation

On Thursdays, between 10.00am and 2.00pm, a group of mainly women come together for a social talk over coffee. In this informal and casual setting there is an opportunity to practise conversational, every day English.

### \* Printing/Typing

At a very reasonable charge, we will do typing and photocopying jobs for individuals or groups.

### \* Repairs to Household Appliances

Ernie Ridding is the fellow who repairs household appliances and other small jobs. Apply through our office.

SECRETARY'S REPORT

There is no report from the Secretary, as an office-bearer of the Board of Directors. The Co-ordinator has acted as executive secretary to the Board of Directors.

Neil Stuart,  
Co-ordinator.



## NEIGHBOURHOOD CENTRE REPORT

The Neighbourhood Centre project of South Sydney Community Aid has continued to perform very well, despite difficulties.

The difficulties we have are in not having adequate resources to be able to meet the demand created by the impact of Government and private sector intervention in the community, either directly or indirectly, not for the benefit of this community but for the benefit of others. There is neither justice nor equity in that.

The primary objective of SSCA may be stated as:-

- \* achievement of social equity and social justice for and with the people of South Sydney

The chief strategy to enable SSCA to achieve the above objective is that of functioning as a community resource and in such a way as to ensure unfettered access to that resource. This we try to do by (a) providing our human resources within our premises, so that persons, groups, or organisations may gain access by coming to our premises; and (b) dispersing our human resources within the community so that access by persons, groups, or organisations is there where those persons, etc. are.

The objectives of the Neighbourhood Centre Project are subordinate to the objectives of Community Aid as a whole. Yet the broad objectives of Community Aid are also the objectives of the several projects which comprise SSCA.

Operationally South Sydney Community Aid comprises several core projects, yet also functions as an entity. The Neighbourhood Centre Project acts to enable Community Aid to function as an entity, while itself being one of those core projects. In some instances each core project is itself involved in other periodic projects of Community Aid, either alone or in collaboration with other community groups. In other instances it is South Sydney Community Aid as a whole which is involved in other periodic projects - again either alone or in collaboration with other community groups. The Co-ordinator is the major resource person for the Neighbourhood Centre Project, as well as functioning as the co-ordinator/administrator of the whole cluster of core projects.

South Sydney Community Aid is a multicultural organisation - in its membership, its staff, and in its work with and within the community. We are particularly identified with the Aboriginal community and with non-English-speaking-background persons.

### People Coming To This Resources Centre

The resources available are primarily our human resources, some being provided by the Neighbourhood Centre project itself, most being provided by our Aboriginal and Migrant projects.

Providing access of individual persons to our human resources takes the following forms:-

- \* obtaining information, either verbal or written or printed, enabling the person to act on their concern;
- \* the resource worker acting as a broker or go-between such that the person is given access to further resources;

- \* obtaining the resource worker's help in lobbying/ advocating with resource keepers, or with rights keepers, or with deniers of resources or rights;
- \* obtaining directly from our resources some cash assistance - limited to necessary assistance with fares and, in the case of Aboriginal persons, assistance with funeral expenses.

The number of persons having access to us in this way has been about 80 a month, of which about 50% are persons born outside of Australia and about 25% are Aboriginals. In the case of Aboriginal youth, access to our resources is provided by locating our youth worker completely away from the premises. These contacts are not numerically recorded.

We continue to provide a tenants advice service on a daily basis; we do the Wednesday morning shift on the Tenants' Hotline.

Other persons, groups, or organisations come to the centre to gain access to the few physical resources we provide, such as copying, typing, phone, or to use the centre as a meeting place, or to gain access to Neighbourhood Centre staff to consult regarding community concerns.

### Resources Out In The Community

This is the major goal of the Neighbourhood Centre project, synonymous with it being the major strategic goal of South Sydney Community Aid.

The need for access is usually focussed around some objective shared by a group of persons, either as an informal group or as a formal organisation. Much of the access comes about through Community Aid's active involvement in the various linking structures in the community. The resources managed by Community Aid are thus not only accessible to the community but are at the disposal of and in effect managed by the community, within the policy guidelines/constraints negotiated with Community Aid.

On occasions the resultant development/response is one mainly determined by Community Aid.

The resources we have are primarily our human resources, coming from all our projects, but heavily from the Neighbourhood Centre project. Our community resource workers are accessible mainly in a developmental role, so that acting together there might be developed appropriate action to achieve social equity and social justice.

The various linking structures in which the Neighbourhood Centre project either alone or in collaboration with other Community Aid projects, is actively involved are:-

- \* Inner City Migrant Interagency
- \* GIA Workers & Agencies Co-op.
- \* Inner Sydney Regional Council for Social Development
- \* Neighbourhood Centres Forum
- \* South Sydney Youth Services
- \* South Sydney Committee of the AAP
- \* Redfern Aboriginal Community Youth Support
- \* Ethnic Communities Council
- \* South Sydney Aged Services Committee

- \* South Sydney Child At Risk Committee
- \* Community Liaison Committee of Cleveland St. High School
- \* L.C.S.A.

Arising from this link-up are developments/responses from and with the community, which are not listed here and which are of a brief periodic or ad-hoc nature but which contribute to the deeper development of the community. Examples are the workshop series of Inner Sydney Regional Council; the public meetings on health services organised by the AAP, PEP project of Youth Services Committee.

There are other community responses, more specific in nature, which have had ongoing access to our human resources:-

- \* the GAMRAD & Erskineville youth housing projects of SWISH
- \* SOS Campaign
- \* Sydney Tenants Advice & Referral Service
- \* South Sydney Directory
- \* Campaign for Aged Hostel Accommodation
- \* Iranian Welfare Association
- \* African People's Organisation
- \* Alexy's CYSS

### Auspicings/Sponsoring Other Groups

Enabling the community to gain resources and manage them is itself a re-sourcing task which the Neighbourhood Centre project helps in directly by collaborating with community groups to provide a legal corporate umbrella and an administrative/financial management service. This also allows for a more efficient use of resources while still allowing for autonomy of the various projects. Projects accessed to these resources are:-

- \* South Sydney Youth Services Committee
- \* South Sydney Community Transport Committee  
(including a HACC project)
- \* Sydney Tenants Advice & Referral Service
- \* Youth Accommodation Project of RACYS-ABORA
- \* Redfern Tenants' Association (including CTV-1)
- \* South Sydney Festival Committee

In addition the Project provides a significant proportion of administrative support and skill to many of the interagencies/linking structures and the community development projects referred to above.

### Conclusion

The Neighbourhood Centre project continued to provide the overall administrative back-up to Community Aid as a whole i.e. book-keeping, typing, budgeting, supervision on day-to-day basis, staff counselling, maintenance of premises/equipment/supplies, servicing committees and the Board of Directors. That is an efficient sharing of resources and a mutual support between projects.

Staff meet weekly to review operations, assign tasks, share workload, share decision-making. The premises continue to be an effective base for our work.

Again, good management of our cash balances and prudent management of financial resources has enabled us to maintain a level of financial support to projects without which services would have to be cut back. It is important to realise that each core project of Community Aid is subsidised by the organisation's corporate financial management. It is a tight-rope situation.

The Co-operative is being squeezed from both sides - inadequate funding to pay for increased non-wage costs, particularly, and decreasing capacity to find from our own resources the means to pay for the increased non-wage costs.

Still, we continue, and we continue well.

**Neil Stuart,**  
**Co-ordinator.**



**COMMUNITY RESOURCE CENTRE - ABORIGINAL PROJECT REPORTS**

Casework has not been as demanding as in the past, I feel it is because clients are becoming more aware of the services available and are going directly to them. Although we still have our clientele who feel intimidated about seeking help and feel either a referral letter or even one of the workers to go with them for moral support which is a service I have provided quite a lot. The service most intimidating to clients seems to be the Department of Housing and I have honestly felt my being there has helped their case in seeking accommodation.

My work with the Koori community has been heavy. Meetings about the future of the Black Theatre and its residents and still no definite solution is worrying as trying to get alternate accommodation for the residents is very difficult.

Meetings set-up with the Aboriginal Police Liaison Unit and Redfern Police were just starting to get underway prior to the riot, so now it seems we are back to square one.

I am also on the Marella Committee Care-Force Fostering Agency, which I feel is a good service for parents for whatever reason need help with the children and the old welfare which was a threat to them is not there.

Meetings set-up by DAA re-amalgamation of Commonwealth Aboriginal Departments were well attended.

I attended the opening of the new studios of Radio 2EA in Bondi Junction and found their Aboriginal component has grown extensively since the days I visited the old Clarence Street studio with Lester Bostich which was really encouraging.

The up-grading of the Aboriginal Housing Company Complex is gradually getting underway, hopefully it will enhance the living standards for the residents.

Our Aboriginal Committee meetings have been happening every second Wednesday of the month. Attendance has been good at times although it is very hard trying to get people involved as everyone is simply over committed.

**Brenda Maling.**

### COMMUNITY RESOURCE WORK

The client caseload has been fairly quiet. We continue to refer people to other agencies such as the Smith Family, St. Vincent de Paul, Careforce and Sydney City Mission for food and material assistance.

We liaise closely with the Department of Social Security's social workers regarding social security problems. During the past year we have dealt with a number of women who lost Supporting Parents Benefits and Widows Pensions because of new Departmental policies.

We also have close contact with the Dept. of Housing. Housing continues to be an issue of major concern in the area. Local rents are astronomical making it impossible for low-income families and pensioners to find reasonable, affordable accommodation outside the public housing system.

Community Aid continues to assist on the Tenants Advice Hotline Roster every Wednesday morning. Staff attended a Tenants Advice Workshop during the year to update information. Also throughout the year I have attended a number of other workshops and seminars and regularly attend the Aged Services meetings.

We have to thank Ernie Ridding for his continuing invaluable assistance to our clients providing fridges to those in need.

In the latter part of last year I was involved on the supervisory and editorial committees of the South Sydney Community Directory, a CEP Project employing two workers, Maritsa Valentic and Raquel Tapia, who were based at South Sydney Community Aid and used the word processor facilities at Redfern Community Health Centre. The South Sydney Community Directory was successfully launched at the Rachel Forster Roundhouse in late November last year. Copies were widely sold throughout the South Sydney area and there are still copies available for sale at South Sydney Community Aid.

We will be very sorry to see Neil leave us as Co-ordinator and wish him all the best for the future.

It was with deep sadness that we recently learnt of the passing away of a greatly respected former colleague and current Board member, Miles Lalor.

Meropy Bernhard

**ADMINISTRATIVE SUPPORT**

*The past twelve months have been pretty quiet at the front desk.*

*My main duties include initial contact with clients seeking assistance, and I also do typing and photocopying, order and keep stationery up to-date, answering the switchboard, filing, keep pamphlets up to-date, and organise the incoming and outgoing correspondence. South Sydney Community Aid continues to participate on the Tenancy Hotline roster on Wednesday mornings.*

*During the year I have attended a computer course at Petersham Technical College, also the staff attended an information seminar at Social Security and a Tenancy Workshop at Rachel Forster Roundhouse.*

*I would like to wish Neil the very best in the future.*

**Linda Bell,**  
**Receptionist.**



COMMUNITY RESOURCE CENTRE - MIGRANT PROJECT REPORT:

Staffing & Funding

Grant-in-Aid funding was renewed for a further 3 years from 1988-1990. This grant continues the job split arrangements negotiated in 1987 with 4 days for community development and the fifth for migrant casework. With the support of Community Aid funding, Pesa, the migrant caseworker, has a second day for casework.

Funding submissions under the Migrant Employment Program and the Migrant Project Subsidy Scheme for additional migrant workers were unsuccessful. However, assessment of our applications for two Welfare Grants from the Ethnic Affairs Commission, NSW, is still in progress.

Despite the lack of funding, accessing of local NESB residents remains a major concern. We are in the process of establishing a volunteer group to target dominant NESB communities like the Vietnamese, Arabic and Spanish speakers.

Networks

The direction of networking was linked to issues of immediate concern.

As immigration problems were encountered by many NESB communities, I have regularly participated in the Immigration Reform Council, NSW, the Immigration Advice & Rights Centre and to some extent, the newly established Refugee Advice & Casework Service.

Local NESB communities were encouraged to approach us with their immigration problems which then formed the basis of lobbying material to promote fairer selection of NESB applicants under the Family Reunion Program and for more equitable quotas of applicants under the Special Humanitarian & Refugee categories from third world countries. Immigration was a particularly important issue in 1987-88 with the setting-up of the Federal Committee to Advise on Australia's Immigration Policies. The role of this Committee was to examine current immigration policies in order to recommend appropriate changes. I participated in a number of working groups on immigration issues and prepared a submission which was submitted to CAAIP on behalf of the Inner Sydney Migrant Interagency.

Settlement issues such as Social Security, Employment and Housing were also a major focus. I participated in the Ethnic Issues Subcommittee of the Tenants Union, NSW, and in working groups organised by the Welfare Rights Centre on Special Benefits for refugees and prohibited non-citizens applying for permanent residence. Regular quarterly consultations with the departments of Social Security and Immigration under the auspices of the Grant-in-Aid Co-operative Ltd., were useful in resolving many problems.