

SOUTH SYDNEY COMMUNITY AID

COOPERATIVE LIMITED

**180 George Street
Redfern NSW 2016.**

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ANNUAL REPORT 1999

**OPEN: MONDAY TO FRIDAY
9.30 a.m. - 12.30 p.m.
1.30 p.m. - 5.00 p.m.**

South Sydney Community Aid Cooperative is an independent community based service, which resources individuals and groups to identify and meet their needs, informed by the principles of social justice.

Members of the cooperative are local residents who elect the Board of Management annually.

- MOST OF OUR SERVICES ARE FREE OF CHARGE -

SPECIALIST MIGRANT PLACEMENT OFFICER

When I started with my job as a Specialist Migrant Placement Officer in January this year I had in my mind that my assistance to unemployed people from non-English speaking background means that I would have to deal with problems which some times can create conditions of immeasurable distress. Under such pressure I felt that I could help them to feel better if I recognized them as human beings with individual needs. I knew, very well, that their struggle is, at bottom, a struggle for opportunities in an absolutely new environment.

On the other side I had on my shoulders a big responsibility to promote the service and start almost from zero, because there was a big time gap of three months when SSCA didn't have an SMPO. I survived, and I can tell that even my reports to DET with my outcomes are good.

Services provided to clients were: counselling, vocational / career planning, resume/ application letter, SMPO open access computer, Internet (not from July until October because of problems with phones), job vacancies and employers contacts, referral and placement into the training / further education / employment, work experience, information sessions, workshops.

Together with my assistant (Megan and then Trisha) we organised English classes at SSCA: with TAFE Outreach, with voluntary teacher and we had special English classes for Job-seekers.

I participated in various workshops, information sessions, information stalls, meetings, forums, interagencies, seminars, trainings... Networking continued to be a very important part of my role. It is vital to raise community awareness of NESB employment and training needs.

This year is probably the most important year for the existence of SMPO Program. Department of education and training is currently doing consultations on the revision of the SMPO Program. One of the major recommendations was that the "SMPO Program continue to be funded"...but they would like to determine the impact of current policy and labour market changes on the SMPO and develop a revised program model to more effectively meet the needs of overseas skilled migrants.

To offer and provide an invaluable service to people from NESB makes my position gratifying and worthwhile.

Thanks to staff and Board of management of SSCA for their ongoing encouragement, priceless friendship and support. Some of them were able to discover in me things which you can not see by your eyes, only with your heart. That is what gives me strengths to overcome problems, which we had during this year of big changes.

Merima Trbojevic

Student Placement's Report

I started placement on the 20th of July and during my time here I have been involved with the following activities:-

- General input into the running of S.S.C.A. in the form of minute taking, memo and flier designing and completion, investigating relevant information and other general administration procedures. I have also sat in on several community committee's and interagency meetings.
- I have become a member of the South Sydney Child Protection Action Group (SSCPAG), and was an active member of the sub-committee for Purple Ribbon Week which was held in September. My role in the sub committee was to order all the posters, leaflets and other information that the unstaffed stalls throughout the area will need, as well as information for the 'mailed packages'. I also helped set up stalls and restocked them during the Purple Ribbon week.
- Rewritten and organised the Citizenship and Public life study circle- this is an educational program for NESB residents to enable them to understand, access and influence local and federal government political parties. This program will commence on the 2nd December.
- I have taken part in the organisation of the fortnightly community bus trips, through taking bookings, gathering information about destinations and ringing participants to give them information.
- Another task was to observe and gradually take part in the delivery of domestic violence and child neglect identification and notification training for the police service. So far I have read the manual, and I'm presently in the process of gathering additional information and setting a date for the training.
- I have completed training and started to work in the Domestic Violence court support program for women.
- I have observed and participated in the running of the Serenity group. The Serenity group is an anxiety support group for people who suffer from anxiety and panic attacks. The group aim is for individuals to learn how to lessen and control the negative effects that their conditions inflict.
- I have visited local welfare and community agencies, and become aware of services available.
- Organised festival meetings.

I have enjoyed my placement, and have definitely learnt some valuable skills. Thanks very much for having me.

Amandah Bull

COMMUNITY INFORMATION OUTREACH WORKER REPORT 1999

"Individuals are not just creatures who might need pity and help, but also creators, who need the dignity of being their own helper, even if they have to suffer in the process". Nietzsche

1998/1999, what can I say? It's been an incredibly busy and challenging year, with the big move from Regent Street to our new premises at the back of Redfern Public School being a source of much stress and frustration. Still, we have all survived to tell the tale.

The main focus of this position continues to be getting information about services and resources out there to where the people are. Weekly information outreach stalls were held during the year at various locations. The feedback I receive is very positive with countless people being linked in to services through the stalls. I have continued to be involved in many interagency groups and through this involvement contributed to a variety of successful community events.

The Community Information Digest has been updated fortnightly and distributed via interagency meetings, The local Bulletin Newspaper, Redwater News, the INTERNET etc. Many organisations send information to be included and feedback indicates that it is an effective source of up to date activities and events in the local area.

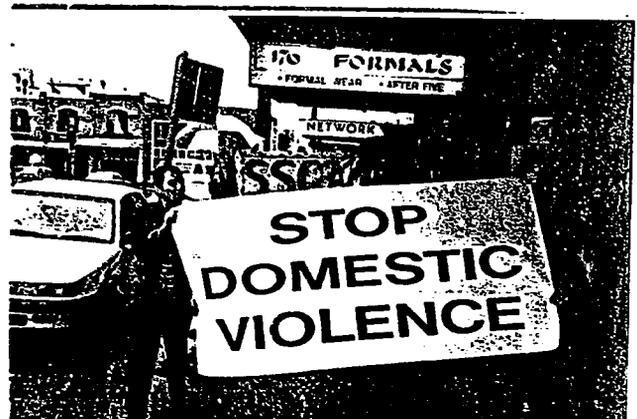
The CIOW position co-ordinates the Waterloo & Redfern Trading System. WARTS is thriving and was in the limelight in 1999 with a story in The Sydney Morning Herald and a section on Channel 9's Today Tonight programme. A monthly newsletter and quarterly skills directory is produced and distributed to all members. Monthly trading days have been well attended and members are actively trading all the time. WARTS plays an important part in breaking down isolation, forging connections between people and building social capital locally.

The Anxiety Support Group is still meeting fortnightly at SSCA. I facilitated the group with Brenda from March to July 1999 and then with Amandah, our Sydney Uni placement student from July until the present time. The group will continue to run in the foreseeable future as it is of great benefit to participants.

I have continued to support Redfern Occasional Childcare Centre(ROCC) as President of the Management Committee. It has been a challenging year for ROCC, but the centre has survived and still manages to provide this essential service to local families at very reasonable rates. This year, we were fortunate to have received a \$5000 donation from NRMA, and some extra one off financial assistance from The Federal Dept. of Family & Community Services.

I have been privileged to be involved in organising two successful workshops with local Aboriginal Elders.

Siobhan Bryson
21/10/99



CO-ORDINATOR'S REPORT

This year SSCA has had to work extra hard to keep in touch with everyone due to the problems we have had with the transfer of our phones from our old premises to our new ones. Considering all the problems involved with the move we have somehow managed to overcome them (except of course 'the phones'). Once again we have only been able to do this because of the dedication of the **staff, board members, students on placement and volunteers**, who have remained patient, cheerful, helpful and totally dedicated to providing the best service possible to local residents.

"Thank you everyone for sticking with it".

During 1999 SSCA has offered many activities and services to people living in the local area. As well as the provision of English Classes and a Specialist Migrant Placement Officer service, we have been able to provide: an Anxiety Support Group; Yoga classes; forums and seminars; a Citizenship and Public Life Study Circle; a package for Police training on community agencies and domestic violence response; and the provision of information stalls and dissemination of information through The Bulletin Newspaper and via the Internet.

During the year the centre has been involved with:

- Inner Sydney Migrant Interagency & Eastern Suburbs Migrant Action Group.
- Arabic Speaking Community Settlement Scheme Worker. (based at Botany Neighbourhood Centre, and operating two days a week from South Sydney Community Aid premises).
- South East Sydney (Regional) Child Protection Committee.
- South Sydney Child Protection Action Group – Purple Ribbon Project sub committee.
- Department of Community Services, Community Services Grants Programme Planning Forum – Information Technology Sub Committee.
- Inner Sydney Neighbourhood Centres Forum.
- South Sydney Domestic Violence Committee.
- Redfern Legal Centre Women's Domestic Violence Court Support Scheme, Redfern Court.
- Redfern and Waterloo Community Festival.
- Picnic On The Green.
- South Sydney Council LEAPS Policy Development and Migrant Advisory Committee.

- Migrant Bus Trips and English Classes.
- NESB Coffee Group.
- Development of SSCA's Internet home page.
- Police Training in Domestic Violence Call Out Response.
- WARTS (Waterloo and Redfern Trading System).
- ROCC.
- Various Interagencies and Local groups.
- South Sydney Community Transport.

Now that we have our new premises in the coming year SSCA will be able to continue to offer:

Meeting space, Open Access Computer Usage, information about services, advice for people from a culturally and linguistically diverse background, who are seeking work, and advocacy and support on local issues and concerns.

A special thank you to Ashley Thompson – Principal, Redfern Public School, for being so patient and helpful and making the move to the school less traumatic for all of us.



BRENDA NEWMAN

TAX HELP FOR THE YEAR 98/99

This is the fifth year for tax help.

this year was very busy year even with the moving to new premises and the problem of not having the phone and the difficulties for people to find the new address even with all these problem Nathalia and I helped 51 people and the number of people needing help for doing their tax is growing.

Tax help is for people on a low income,

Senior, Aboriginal, and people with disability

Tax Help started on Wednesday 10th August 99 to 27th October 99

This year Nathalia and I provided assistant to 51 people as follows:

Clients	Total	Female	Male
Senior	8	2	6
Migrant/Ethnic	9	5	4
Aboriginal	5	5	3
Low Income	21	10	11
Disabled	5	2	3
Total	51	24	27



- Senior
- Aboriginal
- Disabled
- Migrant/Ethnic
- Low Income

SOUTH SYDNEY COMMUNITY AID

Phone numbers you may need

Aboriginal Medical Service	9319 5823	Redfern Early Childhood Centre (Baby Health)	9698 1613
Aboriginal Resource Centre	93194428	Redfern Legal Centre	
Aids Council of NSW	9206 2011	(& Court Support for Women)	9698 7277
Alcoholics Anonymous	9799 1199	Redfern Occasional Childcare Centre	9310 2336
Botany Migrant Resource Centre	9663 3922	REPIDU (Drug Service)	9699 6188
Centrelink	13 24 68 13 1202 (Multilingual)	Royal Alexandra Children's Hospital	9845 0000
Child Protection & Family Crisis Service	1800 066 777	Telephone Interpreter Service	13 14 50
Child Support Agency		The Settlement Community Centre	9698 3087
(Maintenance Payments)	1800 451 784	The Shop Women & Children's Centre	9699 9036
Connect Redfern	9319 3207	South Sydney Council	9662 4433
Contact Children's Services		South Sydney Community Aid	9319 4073
Switchboard	9565 1333	South Sydney Community Transport (& HACC Services)	9319 4439
Credit Line - Financial Counselling	9951 5544	Surry Hills Neighbourhood Centre	9380 5555
	1800 808 488	South Sydney Youth Services	9318 0539
Department of Community Services (DOCS)	9381 0400	Tenants Advice Hotline	9251 6590
Dental Emergency	9282 0200	Tenancy Service-Redfern Legal Centre	9698 5975
	(After Hours) 9692 0222		9374 3000
Domestic Violence Line (Dept. of Community Services)	1800 656 463	Victims of Crime Line	9374 3000
Factory Community Centre	9698 9569	Welfare Rights Centre (For Social Security Problems)	9211 5300
Fact Tree Youth Centre	9319 2708	Women's Information & Referral Service	1800 817 227
Food Distribution Network	9699 1614	Warts (Waterloo & Redfern Trading System)	9319 4073
Gay & Lesbian Counselling Service	1800 805 379	Waterloo Girls Centre	9698 2915
Gullama (Dept. of Community Services)	9381 0370	Youth Emergency Accommodation Line	9267 5918
Homeless Persons Information Service	9265 9087		
Housing Department Maintenance 24 Hours	13 15 71	MATERIAL AID:	
Immigration Advice & Rights Centre	9281 8355	Careforce	9331 3482
Legal Aid Helpline	1800 806 913	Lifeline	13 11 14
Mental Health Crises	9360 3133	Salvation Army	9331 1440
Inner city	9360 3133	Smith Family	9550 4422
Redfern	9867 5758	St. Vincent de Paul	9698 9864
Missionbeat	9319 6211	Sydney City Mission	9560 8666
Mudgin-Gal (Aboriginal Women's Centre)	9319 2613		
Parent Line	13 20 55	EMERGENCIES:	
Poisons Information Centre	13 11 26	Electricity	13 13 88
Police-Redfern	9690 4600	Gas	13 19 09
Police-Surry Hills	9265 4144	Water	13 20 90
Rape Crisis Centre	1800 424 017	State Emergency Service	9517 1107
Redfern Community Health Centre	9690 1222		

**EMPOWERMENT THROUGH
COMMUNITY ACTION!**

CHAIRPERSON'S REPORT

We've survived again - only just, given the government is intent on destroying community organisation. We've done well.

Our staff are exceptional - without them, SSCA would not survive. Merima Trbojevic, The Specialist Migrant Placement Officer, has done wonders rebuilding the position and exceeded all requirements and expectations. As always Brenda, Siobhan, Cathy, Soheir and Co have all done more than is expected of them. Thanks.

The Board also needs to be thanked as they are very supportive of staff and help where they can.

We have had to cope with the move and people not being able to find us - the phone problems after the move and people not being able to ring us. We will now have to look at rebuilding SSCA's public face, which I'm sure we can do after these problems are resolved. I would like to take this opportunity to apologise to anyone who has had problems visiting or otherwise contacting SSCA.

Finally I would like to wish everyone a safe and happy holiday season.

NERYL COOKE



MONTHLY MULTICULTURAL BUS TRIPS

Where has the year gone! This year saw the moving to the new premises in preparation for the millennium year. With all the government cutbacks it is pleasing to see SSCA remain focused on what is still important to be able to offer a whole range of support to our local community projects.

This year we have been able to offer two monthly trips thanks to South Sydney Community Transport and South Sydney Council who provide bus and driver (Joe) & Douglas our volunteer bus driver.

SSCA decided to use the extra bus to offer a new range of trips (which have an entry fee) to different Sydney attractions to explore the flora & fauna, magnificent waterways and Sydney Harbour.

Not to forget Cathy who provides the full details & knowledge of the trip and the area that we will be visiting. My thanks go to all the staff at SSCA who on top of the heavy workload give their time to answer any enquiries and reservation about those trips, without their support it will be difficult and impossible to offer this service among other services that SSCA provide to the local community of South Sydney area.

To close this report I wish the Board of Directors and staff a Merry Xmas and a Happy New Millennium.

The Tour Co-ordinator,
JACQUES GONTHIER



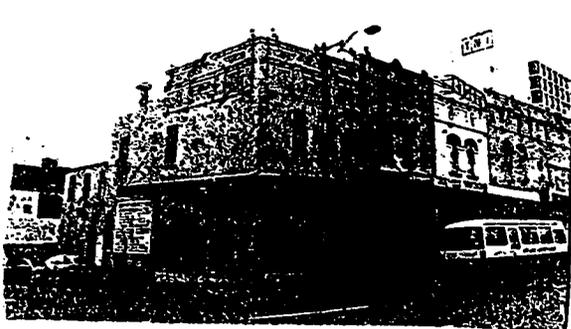
C.S.S. ARABIC SERVICE

As 1999 draws to an end it doesn't seem that long ago that I began to outreach as the Arabic speaking Community Settlement Scheme worker (DIMA funded) from SSCA. In reality a whole year has passed. A busy year which has been earmarked by many changes - the move to new premises, the organisation of office space, the reactivation of the phone and fax lines now that was a miracle and through every change both expected and unexpected SSCA has continued to offer its services to the every growing public.

I would like to focus on the achievements of the Arabic service - casework was offered on a two days per week basis. Promotion of the service took place through the media, consultations and word of mouth. An Arabic women's group met every Friday. On completion of a needs analysis study information sessions were organised to cover topics like Centrelink payments, housing, stress management, recycling, etc. The women also went on excursions.

The good news is that this program is funded for another year. What I would like to see happen this year is that the focus of the new work program is achieved. To Ms Brenda Newman - the co-ordinator of SSCA, the management committee and each every member of the staff who have worked tirelessly with me to make this program a success THANK YOU !!! I look forward to the coming year.

Ms Rebecca Coutts



ENVIRONMENT REPORT

Greed is good + green is good -> National hopeful expectation.

The craze for property development or redevelopment includes masses of plants - trees/flowers/grass/herbs/fungus/bulbs.

The Green Belt along the border of Greater Sydney was a feature of City planning after the First World War (1914-18). This provided space for the regeneration of indigenous plant and animal species, but also foreign species procreated and displaced desirable native species.

Housing in South Sydney was considered to be derelict and due for demolition. In its place there would be good quality public housing for low income people.

Some people experience overwhelming confusion. They seek relief in brain damaging substances. Some people are driven by money/power grabbing excesses.

With the prospect of vast business profits out of the AD 2000 Olympic Games, real estate companies moved into South Sydney.

Many people who have lived, worked and raised families here can not afford the inflated prices. They then suffer isolation, anxiety and malnutrition.

South Sydney Community Aid supplies programmes to support disadvantaged people, encouraging all members of our community to apply our time, skills and friendship to overcome present difficulties.

FRED TURVEY

GENERALIST COMMUNITY SETTLEMENT SCHEME WORKER

Community Settlement Services program is funded by the Department of Immigration and Multicultural Affairs (DIMA). This service assist newly arrived migrants and refugees in their settlement process.

Our main objectives are:

1. Provide casework services
2. Access client's need of information and refer them to the appropriate mainstream service.
3. Decrease client's isolation through the promotion of multicultural groups.

Margarita Pleitez

Board of Directors 1998 - 1999

Fred Turvey
 Timothy Colquhoun
 Dina Kaplun
 Michael Frost
 Bruce Dodd

Betty Bullivant
 Jo Fletcher
 Neryl Cooke
 Jacques Gonthier
 Antonio Castillo

Sources of Funding and Support:

South Sydney Community Aid acknowledges the support from funding donations or other material assistance from the following sources over the past year.

Department of Community Services
 South Sydney City Council
 NSW Department of Education and Training.
 Aboriginal Lands Council
 CAS Computers for Internet support.
 Microsoft Corporation for Software.

Staff at November 1999:***Neighbourhood Centre Project:***

Co-ordinator	Brenda Newman	4 days
Information/Outreach	Siobhan Bryson	3 days
Administrative Support	Cathy Seelin	10 hours
Accounts	Soheir Shehata	3 days
Finances	Alex Whitehead	

Specialist Migrant Placement Officer Programme

Present Specialist Migrant Placement Officer (SMPO) post holder	Merima Trbojevic	full-time
Previous SMPO post holder	Reyhan Yilmaz (until 30.10.98)	full-time
Present SMPO Assistant post holder	Trisha Valliappan	16 hours
Previous SMPO Assistant post holder	Megan Graham (until 7.5.99)	16 hours
Community Settlement Scheme Worker (Arabic Speaking) – employed by Botany Neighbourhood Centre)	Rebecca Coutts	2 days
Community Settlement Scheme Worker (Generalist) – employed by Randwick Information and Community Centre	Margarita Pleitez	1 day

Student Placements:

Amandah Bull	Sydney University	dates 7/99-10/99
Kim Hoa Huynh	Ultimo TAFE	dates 6/99- present
Anna Nieto	TAFE	

Volunteers:

Paula Lipman