

Australian Greek Welfare Society



**27th Annual Report
1998 - 1999**

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(1st July 1998 - 30th June 1999)

Vision Statement

*To be a leading Australian-Greek
community services agency
in Australia.*

Statement of Purpose

*To empower members of the Australian-
Greek community to reach their full potential.*

*This will be achieved by undertaking service
provision, advocacy, policy development and
research in an innovative, culturally and
linguistically appropriate manner.*

Contents

1. President's Report	4
2. Director's Report	9
3. Board, Staff Members and Volunteers	14
4. Community Services	19
4.1 Ethnic Aged Services Program	19
4.2 Focus on Carers	21
4.3 Workcover Programs	23
4.4 Men's and Family Relationships	24
4.5 Disability Program	25
4.6 Focus on Youth and other emerging needs for the Greek community	27
5. Aged and Disability Services Unit	30
5.1 In-home and Recreational Respite	30
5.2 Centre Based Social Support	31
5.3 Social Support and Monitoring	32
5.4 Community Visitors Scheme	32
6. Employment and Training Unit	34
6.1 Community Business Employment Program	34
6.2 Diversity Works	36
6.3 Training Unit	38
7. Childcare Centre	39
8. Financial Statements	43

1. PRESIDENT'S REPORT

During the past year Australian Greek Welfare Society (AGWS) continued to provide effective services to the Australian Greek community across a number of areas including welfare, aged and adult day care, child care and employment and training.

As an organisation we have been able to adjust and adapt to the changing political and economic environment and maintained flexibility in our service delivery and policy development areas. The challenge for organisations such as Australian Greek Welfare Society is the ability to remain relevant and address the ever-changing needs of their respective communities.

Whilst the demand for services to the Australian Greek community remains very strong the funding opportunities are becoming complex; the emphasis is away from ethno-specific service provision to the detriment of essential service to our community.

Tendering and competition for funding has become the name of the game and small community organisations like AGWS find it increasingly difficult to compete against much larger organisations and consortia.

Outcome based funding is also another challenge for small non-profit community based organisations that may not have the capital reserves to support and sustain these types of programs.

Given these challenges I am pleased that the Department of Immigration and Multicultural Affairs (DIMA) has extended the Community Services Settlement Scheme funding to AGWS for another year, until September 2000. However we continue to advocate strongly that these grants be awarded on a three year basis as this provides a degree of stability for the organisation and it allows it to plan and deliver programs and services in a much more effective and efficient way.

DIMA has to ensure that it continues to support the funding of ethno-specific organisations, especially at a time when the needs of our community are becoming much more complex and the demand for service provision is increasing.

AGWS has worked cooperatively with Government and non-Government organisations and agencies throughout 1999 and has continued to lobby the relevant authorities for much needed resources. It is hoped that our level of

funding will not only be maintained beyond November 2000 but it will be increased.

I would like to take this opportunity to thank our funding bodies, specifically the Department of Immigration and Multicultural Affairs, the Department of Health and Aged Care, the State Department of Human Services, the Victorian Workcover Authority, the Department of Employment Workplace Relations, the Department of State Development, the Office of Training and Further Education and the office of Adult and Further Education for their continued support.

Finally I would like to extend a big thank you to our Executive Director Voula Messimeri-Kianidis and to all members of staff for their hard work throughout 1999. Many thanks also to our volunteers, my fellow Board members and the Greek Australian community for their continued and much valued support of AGWS.

Eugenia Grammatikakis



Mr. John Brumby (Leader of the Opposition) with members of the AGWS Board of Directors of the 1997/98 A.G.M.



Voula Messimeri-Kianidis and Eugenia Grammatikakis with Michael Schaffer at the 1997/98 A.G.M.

Snapshots from the 1997/98 Annual General Meeting



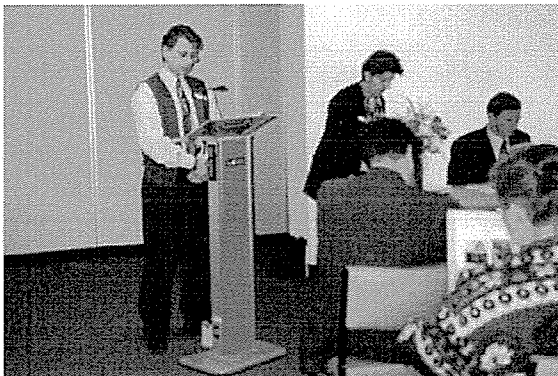
Colleagues, friends and members.



The Hon. Mr. Justice J.H. Phillips, Chief Justice of Victoria and Patron of AGWS and other invited guests following proceedings at the A.G.M.



Tasos Douvartzides, Ange Kenos and Savas Angoustakis at the A.G.M.



Con Stavrakis, Treasurer, presenting his report at the A.G.M.

ΑΝΑΦΟΡΑ ΠΡΟΕΔΡΟΥ

Κατά τη χρονιά που πέρασε, η Αυστραλο-Ελληνική Πρόνοια συνέχισε να παρέχει αποτελεσματικές υπηρεσίες προς την Αυστραλο-Ελληνική παροικία σε ένα φάσμα τομέων όπως πρόνοια, ημερήσια φροντίδα ηλικιωμένων και ενηλίκων, παιδική φροντίδα και απασχόληση & κατάρτιση.

Ως φορέας, είμασταν σε θέση να προσαρμοστούμε και να υιοθετήσουμε το μεταβαλλόμενο πολιτικό και οικονομικό περιβάλλον και διατηρήσαμε ελαστικότητα στους τομείς παροχής υπηρεσιών και ανάπτυξης πολιτικών. Η πρόκληση για οργανισμούς όπως η Αυστραλο-Ελληνική Πρόνοια βρίσκεται στην ικανότητά τους να παραμένουν στα πράγματα και να αντιμετωπίζουν τις αεί μεταβαλλόμενες ανάγκες του αντίστοιχου κοινού τους.

Αν και η ζήτηση για υπηρεσίες στην Αυστραλο-Ελληνική παροικία παραμένει πολύ μεγάλη, οι ευκαιρίες χρηματοδότησης γίνονται όλο και πιο πολυσύνθετες. Η έμφαση απομακρύνεται από την παροχή υπηρεσιών σε μια συγκεκριμένη εθνική ομάδα κι αυτό προς ζημιά απαραίτητων υπηρεσιών προς την παροικία μας.

Η προσφορά και ο ανταγωνισμός για χρηματοδότηση έχει καταστεί καθημερινό παιχνίδι και οι μικροί παροικιακοί οργανισμοί όπως η Αυστραλο-Ελληνική Πρόνοια το βρίσκουν όλο και πιο δύσκολο να ανταγωνιστούν με πολύ μεγαλύτερους οργανισμούς και κοινοπραξίες.

Η χρηματοδότηση που βασίζεται στο αποτέλεσμα είναι κι αυτή μια ακόμα πρόκληση για τους μικρούς μη-κερδοσκοπικούς κοινοτικούς φορείς οι οποίοι ενδέχεται να μην διαθέτουν αποθέματα κεφαλαίων για να στηρίξουν και να διατηρήσουν προγράμματα αυτής της μορφής.

Λαβαίνοντας υπόψη αυτές τις προκλήσεις, είμαι πολύ ευχαριστημένη που το υπουργείο Μετανάστευσης και Πολυπολιτιστικών Υποθέσεων παρέτεινε την χρηματοδότηση σύμφωνα με το Πρόγραμμα Διευθέτησης Κοινοτικών Υπηρεσιών προς την Πρόνοια για ένα ακόμη έτος, μέχρι τον Σεπτέμβριο του 2000. Συνεχίζουμε, ωστόσο, να ισχυριζόμαστε σθεναρά ότι οι παροχές αυτές θα όφειλαν να γίνονται επί τριετούς βάσεως γιατί αυτό εξασφαλίζει έναν βαθμό σταθερότητας για τον οργανισμό και επιτρέπει τον προγραμματισμό και παροχή προγραμμάτων και υπηρεσιών κατά έναν πολύ πιο αποτελεσματικό και επικοινωνιακό τρόπο.

Το υπουργείο Μετανάστευσης και Κοινοτικών Υποθέσεων οφείλει να διασφαλίσει ότι θα συνεχίσει να στηρίζει την χρηματοδότηση οργανισμών εθνικού χαρακτήρα, ιδιαίτερα κατά το χρόνο που οι ανάγκες της παροικίας μας καθίστανται όλο και περισσότερο σύνθετες και η ζήτηση για την παροχή υπηρεσιών αυξάνει.

Η Αυστραλο-Ελληνική Πρόνοια εργάστηκε συνεργατικά με κυβερνητικούς και μη κυβερνητικούς οργανισμούς και φορείς καθόλο το 1999 και συνέχισε να ασκεί παρασκηνακές πιέσεις προς τις αρμόδιες αρχές για τους αναγκαιότατους πόρους. Ελπίζουμε η χρηματοδότηση που λαβαίνουμε όχι μόνο να διατηρηθεί και πέραν του Νοεμβρίου του 2000 αλλά και να αυξηθεί.

Θα ήθελα να αδραχτώ της ευκαιρίας αυτής και να ευχαριστήσω τους χρηματοδότες μας, ειδικότερα το υπουργείο Μετανάστευσης και Κοινοτικών Υποθέσεων, το υπουργείο Υγείας και Φροντίδας Ηλικιωμένων, το πολιτειακό υπουργείο Ανθρωπίνων Υπηρεσιών, τη Βικτωριανή Αρχή Workcover, το υπουργείο Απασχόλησης & Σχέσεων Χώρου Εργασίας, το υπουργείο Πολιτειακής Ανάπτυξης, το Γραφείο Επαγγελματικής & Περαιτέρω Εκπαίδευσης και το γραφείο Εκπαίδευσης Ενηλίκων για την συνεχόμενη τους υποστήριξη.

Τέλος, θα ήθελα να μεταφέρω ένα μεγάλο ευχαριστώ στην Γενική μας Διευθύντρια Βούλα Μεσημέρη – Κιανίδη και σε όλα τα μέλη του προσωπικού μας για την σκληρή δουλειά που κατέβαλαν κατά το 1999. Πολλά ευχαριστώ επίσης στους εθελοντές μας, στους συνεργάτες μου στο Διοικητικό Συμβούλιο και στην Ελληνο-Αυστραλιανή Παροικία για την συνεχή και πολυτιμότερη υποστήριξη της Αυστραλο-Ελληνικής Πρόνοιας.

Ευγενία Γραμματικάκη

2. EXECUTIVE DIRECTOR'S REPORT

This year has been characterised by growth in program service delivery in most of the units of work within Australian Greek Welfare Society and further consolidation of internal quality measures to strengthen service provision to the Greek speaking community.

Specifically the Aged and Disabilities Unit was able to provide additional respite care services with new recurrent resources under HACC. In addition funds were secured on a yearly basis, from Carer's Links East, enabling the delivery of a much needed second day of centre based social support focusing on people with dementia, in the Eastern Metropolitan Region.

The Community Services Unit provides casework, counselling community education and advocates on behalf of the Greek speaking community generally. A much welcomed new program was introduced focusing on men, with funding from the Commonwealth Department of Family and Community services. This program has added valuable resources and has facilitated the crucial work with families from a non-traditional perspective by concentrating on the needs of men.

Notwithstanding these increases in program funding, it is important to highlight that funding on the whole for agencies such as AGWS is provided on a six month or yearly basis making program planning, retention of staff and delivery of services extremely problematic.

Employment and Training have been significant growth areas especially as a result of successfully winning a tender to become a Job Network provider. This program is operated from five locations throughout the Metropolitan regions in Melbourne and specialises in providing employment services to non-English speaking background people.

AGWS has performed strongly and credibly in this new competitive environment and has re-tendered to continue to be a Job Network provider for the next three years.

In relation to Training, a number of different programs have been delivered regionally, including English classes, Certificate in General Education and Home and Community Care courses, as a way of preparing language specific workers, for the expanding home and community care industry.

The AGWS children's centre has survived major funding cuts, by the federal government, to community child-care. However, as a result of these cuts, the cost of childcare has risen sharply making these basic services unaffordable by many families.

The emphasis of the AGWS children's centre is on provision of child-care to Greek speaking background families throughout Melbourne as well as the general community in Richmond. To this end, further consolidation of language and cultural programs was achieved in the last year adding value to the highest level of Quality Improvement and Accreditation System which AGWS received in recognition of the high standards of care provided to children at the centre.

More broadly AGWS has participated actively at local, regional and statewide networks and committees strongly advocating for the needs of Greek speaking people and NESB people generally. Notably this work focused on issues such as domestic violence, gambling, drug addiction and other issues effecting youth, carers, the elderly, and unemployed people.

Specifically, as was the case with many community agencies, significant resources and time was allocated to regional and statewide networks in relation to the Primary Health and Community Services (PHACS) redevelopment proposals.

AGWS continued its focus this year in pursuing internal quality assurance mechanisms and the implementation of professional standards across all units of operation. To this end, specific attention was paid to staff training requirements and professional development as well as the extensive articulation and documentation of policies and procedures.

The aim of these measures is to ensure that all clients have access to quality AGWS services and that complex funding arrangements and contracts with government departments are properly executed.

In closing, I thank the Board of Directors, lead by Eugenia Grammatikakis, for their valuable contribution to the work of AGWS and their support to me in meeting the many challenges that confronted the agency over the last year.

A special acknowledgment is due to the many volunteers who work specifically with the elderly and people with disabilities, for their invaluable contribution to our community.

The Greek print and radio media have once again given full support to the work of AGWS and I thank them for their collaboration and professionalism in meeting the needs of the community.

In addition I would like to sincerely thank the group of dedicated volunteer solicitors who give their time freely to the Greek Legal Information Referral Service, established by AGWS over a year ago.

Lastly the successes achieved, and challenges met by AGWS in the last year, would not have been possible without the dedication, hard work and expertise of our staff. I thank them all and in so doing I wish to acknowledge the difficulty of working under stress to meet the needs of our clients and respond to the multitude of referring agencies throughout Melbourne with limited resources. Given these difficulties they have delivered exceptional services and have been strong and uncompromising advocates for our community.

Voula Messimeri-Kianidis

ΑΝΑΦΟΡΑ ΓΕΝΙΚΗΣ ΔΙΕΥΘΥΝΤΡΙΑΣ

Η χρονιά αυτή χαρακτηρίζεται από ανάπτυξη στην παροχή προγραμματικών υπηρεσιών, στα περισσότερα τμήματα της δουλειάς της Αυστραλο-Ελληνικής Πρόνοιας, και μια περαιτέρω σταθεροποίηση των ενδοϋπηρεσιακών μέτρων που αφορούν στην ποιότητα για την ενίσχυση της παροχής υπηρεσιών προς την ελληνόφωνη κοινότητα.

Ειδικότερα, το Τμήμα για τους Ηλικιωμένους και τις Αναπηρίες ήταν σε θέση να παρέχει επιπρόσθετες υπηρεσίες ανακουφιστικής φροντίδας με νέα χρηματοδότηση από το πρόγραμμα HACCC. Επιπρόσθετα, εξασφαλίστηκαν πόροι, σε ετήσια βάση, από την Carer's Links East πράγμα που έκανε δυνατή την παροχή υπηρεσιών κοινωνικής υποστήριξης, και για μια δεύτερη μέρα στο κέντρο, σε άτομα που πάσχουν από άνοια, στην Ανατολική Μητροπολιτική Περιφέρεια.

Το Τμήμα Κοινωνικών Υπηρεσιών παρέχει έργο διαχείρισης περιπτώσεων, ορμήνεια, κοινοτική επιμόρφωση και συνήγορους για το Ελληνόφωνο κοινό γενικά. Ξεκίνησε ένα νέο και ευπρόσδεκτο πρόγραμμα που εστιάζεται στους άντρες και το οποίο χρηματοδοτείται από το ομοσπονδιακό υπουργείο Οικογενειακών και Κοινοτικών Υπηρεσιών. Το πρόγραμμα αυτό πρόσθεσε πολύτιμους πόρους και έχει διευκολύνει την ζωτικής σημασίας δουλειά με τις οικογένειες, από μια μη παραδοσιακή οπτική γωνία, συγκεντρώνοντας την προσοχή στους άντρες.

Πέρα από αυτές τις αυξήσεις στη χρηματοδότηση προγραμμάτων, είναι σημαντικό να τονιστεί ότι γενικά η χρηματοδότηση οργανισμών όπως η Αυστραλο-Ελληνική Πρόνοια γίνεται πάνω σε εξαμηνιαία ή ετήσια βάση πράγμα που καθιστά τον προγραμματισμό προγραμμάτων, τη συγκράτηση προσωπικού και την παροχή υπηρεσιών φοβερά προβληματικά.

Η Απασχόληση και η Επαγγελματική Κατάρτιση υπήρξαν σημαντικοί τομείς ανάπτυξης ιδιαίτερα σαν αποτέλεσμα της επιτυχούς προσφοράς να καταστήσουμε φορέας της Job Network. Το πρόγραμμα αυτό λειτουργεί από πέντε σημεία σε όλες τις αστικές περιφέρειες της Μελβούρνης και εξειδικεύεται στην εύρεση εργασίας για τα άτομα που προέρχονται από μη Αγγλόφωνα υπόβαθρα.

Η Αυστραλο-Ελληνική Πρόνοια τα πήγε πολύ καλά και αξιόπιστα στο νέο αυτό ανταγωνιστικό περιβάλλον και έχει κάνει νέα προσφορά να συνεχίσει να λειτουργεί ως φορέας της Job Network για τα τρία επόμενα χρόνια.

Όσον αφορά την Επαγγελματική Κατάρτιση, ένας αριθμός διαφορετικών προγραμμάτων έχουν παρασχεθεί περιφερειακά, και συμπεριλαμβάνουν μαθήματα Αγγλικών, πιστοποιητικό γενικής εκπαίδευσης και προγράμματα κατ' οίκον και κοινοτικής φροντίδας, σαν ένας τρόπος προετοιμασίας εργαζομένων ανά συγκεκριμένη γλώσσα για τον αναπτυσσόμενο τομέα της κατ' οίκον και κοινοτικής φροντίδας.

Ο παιδικός σταθμός της Αυστραλο-Ελληνικής Πρόνοιας επέζησε παρόλες τις μεγάλες περικοπές της ομοσπονδιακής κυβέρνησης προς την κοινοτική παιδική φροντίδα. Σαν αποτέλεσμα όμως των περικοπών αυτών, το κόστος της παιδικής φροντίδας αυξήθηκε κάθετα πράγμα που έθεσε τις βασικές αυτές υπηρεσίες πέρα από τις οικονομικές δυνατότητες πολλών οικογενειών.

Η έμφαση του παιδικού σταθμού της Πρόνοιας είναι στο να παρέχεται παιδική φροντίδα στις οικογένειες που προέρχονται από Ελληνόφωνο υπόβαθρο, από όλη τη Μελβούρνη καθώς και από την ευρύτερη κοινότητα στο Ρίτσμοντ. Προς τον σκοπό αυτό, επιτεύχθηκε πέρυσι μια περαιτέρω παγίωση των γλωσσικών και πολιτιστικών προγραμμάτων πράγμα που πρόσθεσε αξία στο υψηλό επίπεδο του Συστήματος Ποιοτικής Βελτίωσης και Αναγνώρισης που πέτυχε η Πρόνοια ως αναγνώριση των υψηλών στάνταρντ φροντίδας που παρασχέθηκαν στα παιδιά στον παιδικό σταθμό.

Ευρύτερα, η Αυστραλο-Ελληνική Πρόνοια συμμετείχε ενεργά σε τοπικά, περιφερειακά και πολιτειακά δίκτυα και επιτροπές και συνηγορούσε ένθερμα για τις ανάγκες των ελληνόφωνων ανθρώπων και γενικά των ανθρώπων που προέρχονται από μη αγγλόφωνα υπόβαθρα. Αξίζει να σημειωθεί ότι το έργο αυτό εστιαζόταν σε θέματα όπως οικογενειακή βία, τυχερά παιχνίδια, εθισμό στα ναρκωτικά και άλλα θέματα που αφορούν στους νέους, όσους φροντίζουν κάποιο άτομο, τους ηλικιωμένους και τους άνεργους.

Ειδικότερα, κι όπως είχαν τα πράγματα με πολλούς κοινοτικούς οργανισμούς, διατέθηκαν σημαντικοί πόροι και χρόνος στα περιφερειακά και πολιτειακά δίκτυα σχετικά με τις προτάσεις επαναξιοποίησης των Πρωταρχικών Υπηρεσιών Υγείας και Κοινότητας.

Η Αυστραλο-Ελληνική Πρόνοια συνέχισε και φέτος να έχει στραμμένη την προσοχή της στους εσωτερικούς μηχανισμούς διασφάλισης ποιότητας και την εφαρμογή επαγγελματικών στάνταρντ σε όλα τα τμήματα της λειτουργίας της. Για τον σκοπό αυτό, δόθηκε ειδική προσοχή στο προσωπικό, στις απαιτήσεις για την κατάρτισή του και στην επαγγελματική του ανάπτυξη καθώς και στην εκτενή διατύπωση και τεκμηρίωση πολιτικών και διαδικασιών.

Σκοπός των μέτρων αυτών είναι να διασφαλιστεί ότι όλοι οι πελάτες έχουν πρόσβαση σε ποιοτικές υπηρεσίες της Πρόνοιας και ότι διεκπεραιώνονται σωστά οι σύνθετες διευθετήσεις χρηματοδότησης και οι επαφές με τις κρατικές υπηρεσίες.

Κλείνοντας, ευχαριστώ το Διοικητικό Συμβούλιο, του οποίου ηγείται η Ευγενία Γραμματικάκη, για την πολύτιμη τους συμβολή στο έργο της Αυστραλο-Ελληνικής Πρόνοιας και για την υποστήριξή τους προς εμέ στην αντιμετώπιση των πολλών προκλήσεων που αντιμετώπισε η υπηρεσία μας κατά την χρονιά που πέρασε.

Οφείλεται ειδική αναγνώριση στους πολλούς εθελοντές, όσων ειδικά εργάζονται με τα ηλικιωμένα και τα ανάπηρα άτομα, για την ανεκτίμητη συμβολή τους στην παροικία μας.

Τα Ελληνικά μέσα μαζικής ενημέρωσης, τύπος και ραδιόφωνο, έχουν για μια ακόμη φορά δώσει την πλήρη τους υποστήριξη στο έργο της Πρόνοιας και τους ευχαριστώ για την συνεργασία και τον επαγγελματισμό τους στην αντιμετώπιση των αναγκών της παροικίας.

Επιπρόσθετα, θα ήθελα με ειλικρίνεια να ευχαριστήσω την ομάδα των αφοσιωμένων εθελοντών δικηγόρων οι οποίοι αφιέρωσαν αφειδώς το χρόνο τους στην Ελληνική Συστατική Υπηρεσία Νομικών Πληροφοριών που καθιέρωσε η Αυστραλο-Ελληνική Πρόνοια πριν ένα χρόνο.

Τέλος, οι επιτυχίες που πραγματοποιήθηκαν και οι προκλήσεις που αντιμετώπισε η Πρόνοια τη χρονιά που πέρασε δεν θα ήταν δυνατές χωρίς την αφοσίωση, σκληρή δουλειά και εξειδίκευση του προσωπικού μας. Τους ευχαριστώ όλους και, κάνοντά το, επιθυμώ να αναγνωρίσω το δύσκολο έργο να εργάζονται κάτω από πίεση για να ανταπεξέλθουν στις ανάγκες των πελατών μας και να ανταποκριθούν στα καλέσματα πληθώρας συστατικών φορέων, από όλη τη Μεμβούρνη, και με περιορισμένους πόρους. Παρόλες αυτές τις δυσκολίες, προσέφεραν εξαιρετικές υπηρεσίες και παρέμειναν σθεναροί και αδιάλλακτοι συνήγοροι της παροικίας μας.

Βούλα Μεσημέρη - Κιανίδη

3. BOARD, STAFF MEMBERS AND VOLUNTEERS

Patron

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

Board of Directors

Eugenia Grammatikakis
Maria Vamvakinou
Nicholas Katris
Popi Kostarakis
Con Stavrakis
Petros Yiallouris
Angelis Calodoucas
Maria Tsolakidis
Jack Nalpantidis

President
Vice President
Chairperson
Secretary
Treasurer

Executive Director

Voula Messimeri-Kianidis

Administration/Finance Unit

John Lioupas
Maria Bellos
Betty Smirnios

Administrative Officer
Finance Officer
Secretary/Receptionist

Community Services Unit

Tina Douvos-Stathopoulos
Niki Matziaris-Garay
Jenny Paganis
Sophie Dimitrakopoulos
Venezia Goulas

Unit Manager
Welfare Officer
Social Worker
Social Worker
Social Worker

Ethnic Aged Project

Eugenia Georgopoulos

Psychologist

WorkCover Project

Emmanuel Boultradakis
Effie Kapsalos

Workcover Officer
Workcover Officer

Mens Project

Emmanuel Boultradakis

Psychologist

Employment and Training Unit

Philip Peladarinos *Unit Manager*

Community Business Employment Program (CBEP)

Peter Andrinopoulos *Employment Consultant*
 Cathy Pallis *Employment Consultant*
 Effie Katsakis *Employment Consultant*

Job Network (Diversity Works)

Peter Maragos *Employment Consultant*
 Maria Gouvoussi *Employment Consultant*
 Michael Kheirallah *Employment Consultant*
 Theo Ioannou *Employment Consultant*
 Peter Andrinopoulos *Employment Consultant*
 Ali Kassem *Employment Consultant*

Adult Learning

Afroditi Nestoros *English Teacher*

Aged and Disabilities Unit

Tina Bourekas *Unit Manager (till 21/8/98)*
 Nina Xarhakos-Godbold *Unit Manager (from 22/9/98)*

Social Support & Monitoring

Nikki Efremidis *Assessment Officer*

Community Visitors Scheme

Nina Xarhakos-Godbold *Volunteer Officer (till 21/9/98)*
 Niki Matziaris-Garay *Volunteer Officer (from 19/10/98)*

Adult Day Activity & Support Services

Chris Bellos *ADASS Supervisor*
 Nick Koutroumanis *ADASS Supervisor*
 Marianthi Margaritis *ADASS Supervisor*
 Helen Demetrie-Peppas *Generic Aide*
 Despina Georgiadis *Generic Aide*
 Max Hatzidimitriou *Generic Aide*
 Nikolaos Vrousgos *Generic Aide*

Adult Day Activity & Support Services (cont.)

Manuel Boultheadakis	<i>Casual Generic Aide</i>
Margaret Kolesidis	<i>Casual Generic Aide</i>
Cathy Kostoglou	<i>Casual Generic Aide</i>
Mossi Tountzis	<i>Casual Generic Aide</i>
Antonia Kessaridis	<i>Casual Generic Aide</i>
Evanthia Nikopoulos	<i>Casual Generic Aide</i>
Nickie Toulakis	<i>Casual Generic Aide</i>
Helen Koutkoutselos	<i>Casual Generic Aide</i>

Children's Centre

Stelios Piakis	<i>Unit Manager/Ethnic Childrens Officer</i>
Faye Sakaris	<i>Acting Co-ordinator/Childrens Services Officer</i>
Angela Vidinopoulos	<i>Mothercraft Nurse</i>
Soula Allen	<i>Child Care Worker</i>
Anna Grigoriadis	<i>Child Care Worker</i>
Angela Pouloupatis	<i>Child Care Worker</i>
Eve Liarakos	<i>Part Time Child Care Worker</i>
Teena Mesarvithis	<i>Casual Child Care Worker</i>
Roula Mesarvithis	<i>Casual Mothercraft Nurse</i>
Vicky Mesarvithis	<i>Cook</i>
Tina Christodoulou	<i>Casual Child Care Worker</i>
Atila Baldemoro	<i>Casual Child Care Worker</i>

AGWS Volunteers

Katina Abdelahad	Eva Agoroglou	Vicky Alcorece
Helen Aloglou	Rosemary Anderson	Betty Andrianakis
Nafsika Andrianakis	Irene Andrianakis	Athanasia Antoniadis
Maria Antoniou	Sophie Antonopoulos	Niki Antzakas
Mary Arpoglou	Victoria Argyriou	Suzie Axonides
Antzela Babalis	Nikki Bakani	Georgina Baziopoulos
Soula Berbenis	Toula Cassimatis	Mary Charalambos
Aggie Combakis	Kostas Dakouris	Sotiris Dalaklakis
Maria Damaskopoulou	Poppy Dandris	Koula Delonas
Sophie Demertzidis	Michael Diamantaras	Suzie Dilles
Litsa Dimetriou	Pota Dimitriou	Tina Dimitroulis
Elefteria Dimopoulos	Litsa Doudoulis	Poppy Doufas
Helen Dourios-Keith	Androula Drakopoulos	Christala Efstathiou
Amalia Evangelakos	Glikeria Evgenias	Maria Felekou
Varvara Fountas	Agapi Gaitanidis	George Gaitanidis
Koula Gaitanis	Arthur Gazelakis	Lambrini Georgopoulos

AGWS Volunteers (cont.)

Stamatia Gerochristodoulou	Dina Gerolimou	Daphne Gialamantzis
Zeta Gianopoulou	Vicky Giardakos	Bill Gomatos
Eleni Gonis	Emma Gould	Voula Graspas
George Graspas	Zaharina Graspas	Eleftheria Grigoris
Giota Handros	Jim Haralambopoulos	Irene Hatzidimitriou
Frideriki Hatzis	Maria Hiladakis	Mary Ioannides
Elizabeth Kalas	Poppy Kalinikos	Katerina Kaliogiannis
Stavroula Kaliogiannis	Kiki Kalpouzou	Marc Kamke
Lina Kapeleris	Dimitra Kapodistrias	Evdokia Karapalidis
Noula Karathanasis	Angela Karigiannis	Helen Karoglidis
Kiki Kassimiotis	Dimitra Kassioras	Spiridoula Katsamis
Stamatia Kavadias	Maria Kay	Poppy Kefaloukou
Rita Kelabouris	Anna Kenakou	Voula Keronis
Georgia Kiannis	Poppy Kiretsis	Michael Kongas
Soumela konstantinidis	Barbara Kontossis	Melpo Korras
Maria Kosmas	Annita Kosmas	Joanna Kostikakis
Amalia Kotsonis	Soula Koulamdas	Kathy Koumanis
Tassos Kouris	Jenny Kourlas	Maria Kouromihalis
Marios Kouromihalis	Mary Kouskoumbekakis	Nick Koutroumanis
Voula Koutroumanis	George Kypriotis	Toula Kyrkilis
Con Lambropoulos	Voula Lambropoulos	Ioanna Lazaris
Maria Lekatsas	Katina Lepkas	George Lianos
Mella Limberis	Marina Lis	Frida Louloukos
Anna Lygopoulos	Nick Lykouresis	Tassos Manatakis
Liatro Manidis	Eftymia Manolas	Margaret Manolas
Olympia Mantoulidis	Fotini Marinos	Betty Markopoulos
Mahe Markostamos	Antonia Matorakis	Zoe Mavramatis
Maria Mavridis	Vivian Mavroulis	Litsa Maziotis
Poppy Mertzani	Giannoula Messimeri	Spiridoula Metalinos
Panagiota Mihalopoulos	Vasiliki Miliangos	Bessy Mougos
Trfon Mousoulis	Effe Moutafis	Magdalini Nikolaidou
Despina Nikolaidou	Claire O'Neil	Effie Oulis
Popi Paganis	Iliana Pakouta	Effie Paleologou
Leontios Panagiotidis	Frosso Pantelis	Niki Papadatos
Maria Papadontas	Patricia Papadopoulou	Soultana Papafotiou
Perry Papageorgiou	Jenny Papaioannou	Katie Papaioannou
George Paravakis	Anna Parellis	Andrew Patarakis
Maro Petratos	Evangelia Pilaki	Sonia Pilipasidis
Georgia Pitridi	Anna Plousiadis	Andrew Politis
Denise Politis	Effie Popp	Rebecca Provataris
Evanthia Provataris	Sarah Reed	Kathy Rellos
Voula Roupos	Anastasia Samaras	Eleni Sapountzi
Georgia Sarantopoulos	Maria Scoutas	Rodi Sferopoulos

AGWS Volunteers (cont.)

Effie Sgourakis
Anthi Skliros
Magdalini Smyrniadou
Haroula Spanos
Angeliki Stamatakos
Maria Stilianou
Vicky Tetis
Theodoridis
Katerina Tsafcopoulos
Roula Tsiougos
Ritsa Tsolaki
Angelo Tzitzikas
Athanasia Venekotsou
Stefanie Vrionis
Iris Young
Ria Zergiotis

Kostantina Siora
Dimitra Skretas
Evan Sofos
Vicky Spanos
Nikolleta Stamatopoulos
Alexandra Sycamniias
Kylie Thanos
Athanasia Tomciew
Patricia Tsiatsias
Ellie Tsiouras
Kleo Tsoutouras
Eletheria Tzourelis
Rosalie Vita
Eva Walukiewicz
Angela Zaglas
Tasoula Zerpinou

Katerina Skevis
Voula Smaropoulou
Effie Soropos
Fros Staboglou
Helen Stambourlakis
Eleni Syrkiadis
Haralambos
Maria Topali
Annita Tsintopoulos
Voula Tsokas
Eleni Tzimas
Helen Vasiliadis
Maria Voulanas
Chris Yiannoudis
Anna Zahos
Phyllos Zois



Volunteer Training on Dementia Care



Care recipients and AGWS Care Workers at the Lorne retreat for carers

4. COMMUNITY SERVICES

The AGWS Community Services Unit provides bilingual casework and counselling services to the Greek speaking community in Melbourne and Victoria. A total of 4,212 client contacts were made in the 1998/99 Financial Year by the social workers and psychologists employed with a wide range of presenting problems.

4.1 Ethnic Aged Services Program

The Ethnic Aged Services program is now in its eighth year of operation. During this time AGWS this program has made a significant contribution towards identifying and establishing services that address some of the very pressing issues that confront the Greek elderly. The Ethnic Aged Services program is funded by the Commonwealth Department of Health and Aged Care to deliver programs for:

- ▶ The frail and aged persons and their carers
- ▶ Frail and aged residents of nursing homes and their families
- ▶ Other aged care service providers and
- ▶ Nursing homes and centres for residential accommodation

The Ethnic Aged Services Program delivers its core services from the main offices at Brunswick as well as delivering specialised training to other providers and centres in the Melbourne and metropolitan area. The services and programs delivered by the AGWS Ethnic Aged Services program includes:

- ▶ Counselling and casework
- ▶ Referral
- ▶ Advocacy and general support
- ▶ General community education
- ▶ Establishment of networks together with the *AGWS Aged and Disability Unit* to secure access to important services such as respite care, adult day care and home visit
- ▶ Maintaining a supportive and good working relationship with other relevant organisations, such as the Association of Greek Elderly, the Alzheimers Association, the Australian Nursing Homes and Extended Care Association, Aged Care Assessment Teams and Local Government Councils
- ▶ The development of Greek language resource material
- ▶ Representation on peak bodies such as the *Moreland Ethnic Services Network* and the *Carers Association of Victoria*.

The unit has put a lot of effort into developing programs and services that address issues such as:

- ▶ Isolation, loneliness and depression
- ▶ Health, practical support, and access to services
- ▶ Language and financial difficulties and
- ▶ Recreation, networking and emotional support

This program delivered a number of new initiatives this year that proved to be of great benefit to AGWS clients. Chiefs amongst these were:

1. The Needs Assessment Survey which looked at 150 mainstream nursing homes in Victoria in order to identify service gaps for Greek residents. The survey identified the following areas as the main 'gaps' in service provision within mainstream aged care facilities:
 - ▶ A need for specialist training for nursing home staff to enhance cultural awareness and the delivery of culturally sensitive services to residents
 - ▶ A need for culturally specific resource material
 - ▶ A need for extending that awareness and culturally sensitive approach by facility staff to the families and friends of residents
2. The Development of a Resource Manual for aged care and residential care facilities, which included guidance on how to best cater to the needs of Greek residents. The manual is to be launched in the latter part of 1999 and is titled Caring for Australian -Greek Residents in Aged Care Facilities.

3. The Cross Cultural Training project for staff of aged care facilities, conducted as a pilot project. The three training sessions, which included 25 staff from residential care facilities, were delivered at Brunswick, Oakleigh and in the Eastern Region. The pilot project was well received by participants who provided very positive feedback on the relevance of the training and the Resource Manual.

In addition to these major projects, the Ethnic Aged Services program has continued its contributions this year to the AGWS Sintrofia newsletter which is distributed to mainstream aged care facilities and Greek residents as well as Greek speaking elderly residing within the community. This newsletter is produced quarterly and over a thousand copies are distributed with each publication. AGWS extends its special thanks to aged care facility staff whom so generously gave of their time throughout the year.



Latest Edition of "Sintrofia" Newsletter

The work completed gave AGWS staff the opportunity to establish much-valued links with residents and staff of the facilities that were involved in the survey and training project, helping to develop valuable skills and resources to better cater to the needs of Greek speaking elderly.

AGWS looks forward to moving on to develop a fully operational training program in the near future; one that will include regular workshops, training sessions and direct educational and support services for residential care facilities.

4.2 Focus on Carers: funded by the Department of Immigration and Multicultural Affairs (DIMA)

The main clients of the *Carers Project* are frail elderly and their carers. The program provides:

- ▶ General case-work and counselling
- ▶ Advocacy and support
- ▶ Referral
- ▶ Home visits
- ▶ Community education
- ▶ Group work and facilitation of support groups (mainly in the Western and Southern regions of Melbourne) and
- ▶ Advocacy and representation at forums or on special committees such as the *Carers Association of Victoria* and the *Carer Links, West Group*.

The Carers project delivers these services from a number of locations, including:

- ▶ Brunswick (casework and counselling)
- ▶ Brunswick and the Northern region (group programs)
- ▶ Footscray and the Western Region
- ▶ Oakleigh and the Southern region
- ▶ Box Hill and the Eastern region (new carer group).

Building on our relationship with mainstream and other service providers AGWS is pleased



Worker Sophie Dimitrakopoulos with carers at the trip to Lorne.

to see this year an increase in the number of referrals to the program for respite and social support. The project has sought to maintain a strong presence with aged care service providers in the regional areas to ensure still better access to services for the Greek elderly and their carers. Activities this year have included, among others, consultation with the *Communities Council on Ethnic Issues* at the *Whitehorse (Eastern) Resource Centre* and submissions for funding for group activities to the *Carers Association of Victoria* and *Carer Links*.

Other notable activities conducted this year to improve the general level of services to our client group included:

- ▶ A consultation with *Carer Links West* and *Carer Links South* to improve access to services by Greek speaking carers
- ▶ The facilitation of a focus group meeting in the Southern Region aimed at identifying opportunities for improving the delivery of services to carers in the region and
- ▶ A joint project with *Carer Links West* to develop Greek-language material relating to respite and carer support services.

The *Carers Project* was also participated in a number of significant events throughout the year in order to promote and extend the reach of its services to the Greek community. These included:

- ▶ Our participation at the *Antipodes Festival*, which enabled staff to promote the AGWS program and to distribute information pamphlets and material on aged care and carer, issues.
- ▶ Organisation of in house training to relevant AGWS staff delivered by *Palliative Care Victoria*.



AGWS staff members, Margaret Kolesidis and Niki Matziaris at the Antipodes Festival.

As part of its *Carers Project* activities, AGWS also provides for clients an opportunity to enjoy social and recreational outings that would normally be difficult for them to attend. These outings provide an important avenue for social interaction and moral support for the aged and their carers, and an opportunity to escape the daily routine and isolation.

4.3 WorkCover Programs

This year, AGWS delivered two WorkCover programs that have replaced the earlier *Community Based Return to Work and Activities Program*. These programs, the *Return to Work (RTW)* program and the *Work Injured Networking Services (WINS)* program, are funded by the Victorian WorkCover Authority.

The RTW program is aimed at assisting claimants who are in receipt of benefits to return to paid employment as and when they recover from their injury and begin to have some or full capacity for work. Services include:

- ▶ Assessment interviews for skills, experience and capability profiling
- ▶ Job search assistance
- ▶ Development of resumes, job applications and work entry plans

The aim of the WINS program is to provide clients with:

- ▶ Information about their rights and responsibilities as an injured worker
- ▶ Assistance to develop a support network to promote community re-integration following a period of injury or illness
- ▶ Assistance with personal development skills to better manage the impact of injury or illness
- ▶ Information on pain management
- ▶ Counselling, advocacy and referral
- ▶ Support for reconciliation meetings or solicitor interviews and
- ▶ Advice and information on changes to WorkCover legislation

The program staff also organise group activities which this year included three structured, weekly groups at Brunswick, Bentleigh and Sunshine. These meetings are used as a forum for discussing and dealing with some of the issues noted above including referrals to occupational rehabilitation providers, health and medical services and pre-employment counselling and support.

In addition to these core activities AGWS recognises the importance of social activities, recreation and moral support for clients to assist them back to good health and into a fulfilling role within their community. The program staff has ensured that clients gain access to and make use of:

- ▶ Leisure centres (for hydrotherapy and use of fitness equipment for pain management)
- ▶ Local libraries (for access to Greek language reading material and other resources)
- ▶ Job Employment Centres (to maximise employment opportunities)
- ▶ Centrelink centres (to use networked computers for job searching)
- ▶ Museums and other public facilities (for education and recreation)

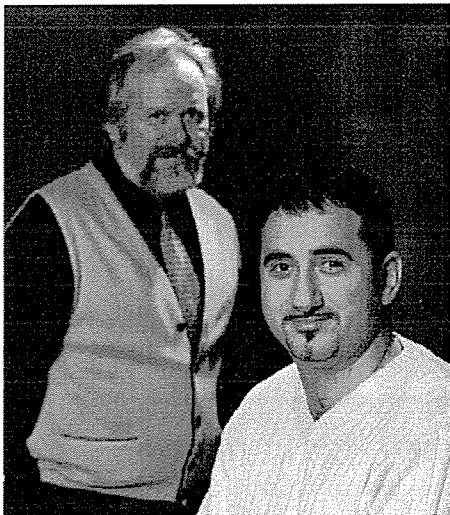
The RTW and WINS program have been able to assist clients this year through direct services at locations in:

- ▶ Brunswick (counselling, casework and group work)
- ▶ Bentleigh (support group and structured programs) and
- ▶ Sunshine (structured programs)

It is our sincere hope that the WorkCover Authority recognises the importance and value of these types of programs to both employers and injured workers and that we will be able to continue to provide these services into the future.

4.4 Men's and Family Relationships - Pilot Project

The *Men's and Family Relationships* pilot project was conducted by AGWS for the first time this year with funding from the Commonwealth Department of Family and Community Services. The project is funded for three years (up to 2001).



AGWS staff members Nikolaos Vrousgos and Manuel Bouladakis.

The project is aimed at assisting Greek men, to maintain healthy and positive personal and family relationships and social contacts.

This type of program is particularly important at a time when there is rapid social and economic change and because the Greek community, like many others, is facing an increase in the population of the aged. Surveys conducted by AGWS have found that many Greek men in this age category suffer from isolation, unemployment, marital conflict or breakdown. These problems inevitably lead to poor physical and psychological health.

The *Men's and Family Relationships* project provides AGWS with the resources to deliver much needed support to this client group and their families. Services provided by the program include:

- ▶ Personal, marital and family counselling
- ▶ Skills development for personal growth through group work and recreational activities
- ▶ Access to other internal and external services and activities that promote social networking
- ▶ Community education programs and
- ▶ Behavioural development workshops and seminars

The *Men's and Family Relationships* project, by challenging many of the popularly-held myths about men –and in particular men of the 'older' generation– and by confronting some of the often hidden problems that confront Greek men and their families, has been able to provide much valued support to a client group that could easily go by unnoticed. By focusing on this area of great need with resources and services that are in the Greek language and culturally sensitive, AGWS is successfully promoting a much healthier and positive approach to problems confronting Greek adult and elderly men.

Some of the notable achievements for the project this year include:

- ▶ The development of promotional material in the Greek and English language for distribution to the Greek community and to mainstream service health care providers
- ▶ The establishment of working links with other relevant service providers such as *Relationship Australia*, *Men's Referral Service*, *Parentzone* and *Anglicare*
- ▶ The development of a specialist counselling service to Greek speaking men and their families.

Having established an already recognised and quite solid base for the program, AGWS looks forward to a greater role in this area in the coming years.

4.5 Disability Program: funded by DIMA

The AGWS disability program delivers a variety of services and conducts numerous activities throughout the year that are aimed at improving the health

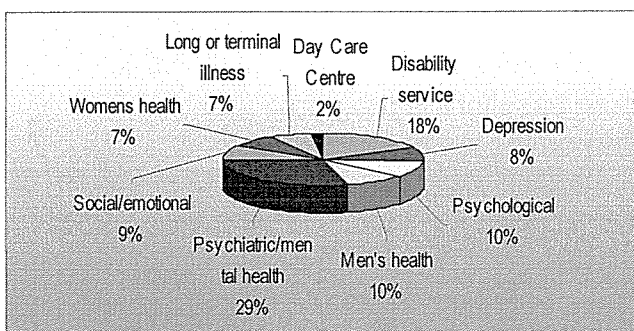
and well being of people with a disability, their families and carers. Core services of the program include:

- ▶ Casework and joint case-management with other service providers for individuals and families requiring intensive support
- ▶ Counselling, referral and advocacy
- ▶ Support during consultations and for access to professional services
- ▶ The establishment and facilitation of carers support groups
- ▶ Representation on peak bodies, committees and at public forums
- ▶ Development and delivery of specialised training and general community education
- ▶ Social support and networking through recreational activities and
- ▶ The development of resource material including the production of a quarterly newsletter, *Sintrofia*, which is distributed to adult day-care centres, aged care support groups, Greek elderly citizens clubs, nursing homes housing Greek residents and psychiatric-carer support groups, as mentioned elsewhere in this report.

The *Disability Program*, which operates from Oakleigh and Brunswick, caters to a fairly broad range of clients and looks to the special needs of particular groups within our community. In the main, services are designed to assist:

- ▶ Carers of people with a psychiatric illness
- ▶ Carers of people with an intellectual disability
- ▶ Young adults with a psychiatric illness (25-45 years of age)
- ▶ Young people with an intellectual disability and
- ▶ Parents, siblings and partners of a person with a disability

Major Health Issues Presented



The highest presenting problem under issues of health is still "Mental Health", covering almost one third of presenting issues.

We were pleased this year to have established a new *Social Group* in the Southern region of outer-Melbourne to cater to youth who are isolated and suffering from a psychiatric illness. The group, which meets on a monthly basis, provides numerous opportunities for social interaction through regular outings and activities that are both educational and recreational.

The 1998-99 year has been a busy one for the program staff, who organised participation at numerous events throughout the year, including:

- ▶ A one day trip for 45 clients to Geelong on the 29th of October '98 during *Carers Week* (funded by the *Carers Association Victoria*)
- ▶ A special function for 90 women to celebrate *International Women's Day* on 5 March '99 with the theme of 'Women's Mental Health and Well Being', which was launched by Mrs Yiannakou of the Greek Consul and included many other guest speakers, music and poetry readings by Greek women.

Program staff has also participated or made presentations at seminars and workshops which this year included:

- ▶ The *Moreland Continuing Care Program*, to explore issues relating to case management and the role of mental health services
- ▶ The *Office of the Public Advocate*, to discuss issues of guardianship, administration and power of attorney
- ▶ The *Melbourne Clinic* to explore issues concerning medication and
- ▶ The *North-West Community Resource Exchange* centre to discuss the *Outreach Independent Living* and the *Housing and Outreach Support* programs

The AGWS is grateful for the support of each of the above mentioned organisations and would also like to thank the *Schizophrenia Fellowship* and *ADEC* for their continuing support and collaboration throughout the year.

4.6 Focus on Youth and other emerging needs for the Greek community: funded by DIMA

This area of work has provided services and advocated on behalf of families and the second generation Australian Greek youth. Services have included:

- ▶ Counselling
- ▶ Casework
- ▶ Individual and family support and
- ▶ Advocacy and referral
- ▶ Information and education



Panel speakers at the International Women's day function from (L-R) Tins Douvos, Eli Yiannakou, Helen Kalaboukas and Jenny Paganis



Participants of our annual International Women's Day function

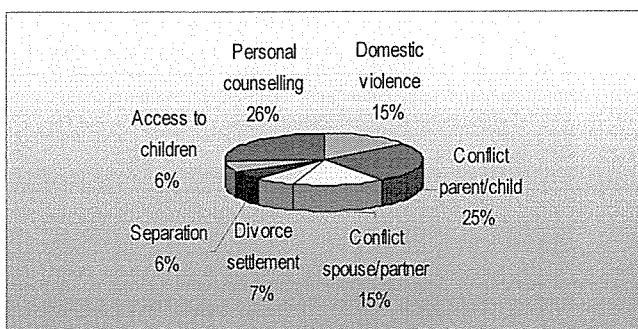
The program is also addressing some of the more pressing social and life-style issues that are typically impacting on most youth, of all backgrounds, such as:

- ▶ Gambling
- ▶ Substance abuse
- ▶ Family conflict
- ▶ Economic hardship
- ▶ Unemployment and housing
- ▶ Health

In order to address some of these issues, to promote an awareness of their impact on the youth of our community and to keep in touch with other providers and emerging trends, AGWS has actively participated on a wide range of activities throughout the year, including participation in:

- ▶ The Alcohol and Drug Services Provider Network focus group for the Southern Metropolitan Region
- ▶ A survey conducted by the *Turning Point Alcohol and Drug Centre* on the training needs of health and welfare workers
- ▶ The *Cultural Diversity Audit* conducted by the *Community Residential Drug Withdrawal Unit of Depaul House*
- ▶ The *National Illicit Drug Strategy Community Partnership Initiative, Held by Department of Human Services.*
- ▶ A community consultation session conducted by the *Anti-Cancer Council* in an assessment and review of the *Multilingual Breast Cancer Information Service*
- ▶ *Consultations and ongoing participation in Drug and Alcohol project by the City of Monash.*

Major Family Issues Presented



Personal counselling and conflict between parent and child are two of the major family issues presented.

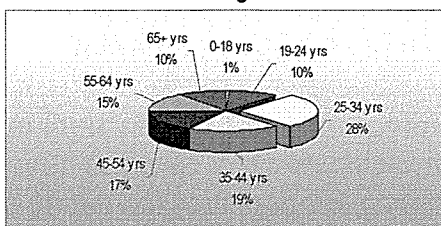
In developing new ways to reach our target group for the *Youth Program*, AGWS has developed stronger links this year with the *National Union of Greek-Australian Students (NUGAS)* and the *Buoyancy Foundation*. Contributions have been made to the NUGAS newsletter, which has a membership of approx. 4000 people, coupled with programs on Greek youth radio stations, has enabled AGWS to widely promote its services to younger people and increase awareness of issues of concern for this client group.

Similar efforts have also been made in the area of problem gambling. AGWS was pleased to have had the opportunity to collaborate with the Eastern and Northern *BreakEven Services* in a project to develop Greek language educational material about problem gambling and support services available for problem gamblers. AGWS was also involved this year in an action research study conducted by *Women's Health West*, which looked at the health implications of gambling on women. In support of the research, AGWS set up a focus group of Greek women who were able to give valuable information for the study.

The establishment of the Greek Legal Information and Referral Service was one AGWS's main new initiatives. The service began on the 2nd of September, 1998 and has been offered on a fortnightly basis to clients free of charge. With the assistance and support of Greek speaking practicing solicitors, this initiative has developed to a much needed and sought after service. AGWS would like to extend its sincere gratitude to all the solicitors who volunteer their time for this service.

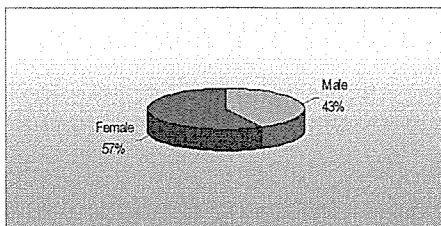
In concluding this *Community Services Unit* section of the report, AGWS would like to sincerely thank the many supporters of our programs, the clients who have placed their faith and trust in us and the many organisations that have worked together with our staff to develop and deliver programs that are much needed in our community.

Client Contact Age Distribution



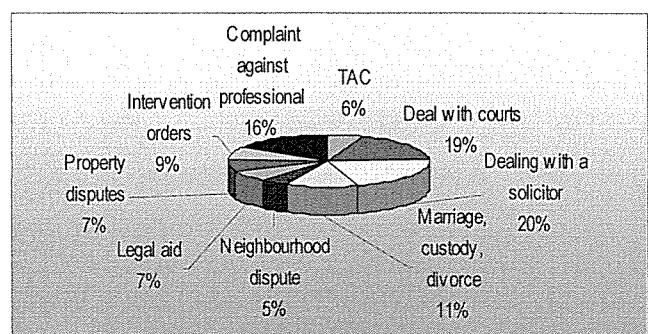
The majority of AGWS clients were aged between 25-34 years of age, however more than 50% were over 35 years of age.

Client Gender Distribution



Women continue to dominate as service users of AGWS programs.

Major Family Issues Presented



Personal counselling and conflict between parent and child are two of the major family issues presented.

5. AGED AND DISABILITIES SERVICES

The *Aged and Disabilities Services Unit* provides services that are fundamental to the well being of some of the most isolated and vulnerable members of our community. The unit provides much needed practical and moral support to the aged, frail aged and their carers and to elderly and young people with a disability. In the 1998/99 Financial Year a total of 1,600 client contacts were made by this AGWS unit of operation. The Unit delivers four specific programs from a number of centres throughout inner and outer Melbourne. The programs delivered are:

- ▶ In-home and Recreational Respite
- ▶ Centre Based Social Support
- ▶ Social Support and
- ▶ Community Visitors Scheme

5.1 In-home and Recreational Respite



Child Care participants visit the ADASS centre at Christmas

The *In-home and Recreational Respite* program provides a large number of carers in our community with a regular break from their responsibilities in caring for people who may have dementia, a physical or psychological disability or who are elderly and frail.

Funding for this program is provided largely by the Commonwealth Department of Health and Aged Care and to a lesser extent by the State Department of Human Services under the HACC program.



Easter Celebration at the Adult Day Care Centre

The respite care program was set up in 1994 in response to the growing need for carers to have some time out from their regular and stressful caring duties. The program is designed to provide respite to high need carers who are looking after someone including frail or ill elderly partners, parents or children with a physical or intellectual disability.

A total of ninety hours per week of respite care is delivered every week throughout the Melbourne Metropolitan area. However given the large numbers of carers within the Greek speaking community and the need created by the ever growing Greek elderly population, the number of available hours of care is inadequate in meeting even the most pressing demands for respite especially for those caring with people with dementia.

5.2 Centre Based Social Support

With the *Centre Based Social Support* program AGWS aims to provide companionship and social support to frail isolated elderly and younger people with disabilities in a culturally and linguistically appropriate environment.

A total of six and a half days of services are provided per week across the four main regions of Metropolitan Melbourne. These are as follows:

Location	Times	Client group
Preston North	2 days p/w	aged, frail, isolated, disabled
Clayton South	2 days p/w	aged, frail, isolated, disabled
	1 day biweekly	psychological/physical disability
Box Hill East	2 days p/w	aged, frail, isolated, disabled, & carers
Sunshine West	1 day p/w	aged, frail, isolated, disabled

The primary focus of this HACC funded program is for elderly and disabled people to remain in their home for as long as possible with the appropriate support services in place. The majority of clients attending the AGWS Centre Based Social Support Centres have high needs for care presenting with limited or no mobility or requiring assistance with personal care and feeding as well as special attention as they may have a tendency to wander or fall.

This then is a specialised and increasingly demanding area of work undertaken by AGWS as the Greek speaking community confronts the issues of caring for its elderly in a manner that is consistent with our culture, values and attitudes to ageing.

Restricted resources make it increasingly difficult to meet the demand for services in this area of AGWS service provision.



Volunteer Co-ordinator, Niki Matziaris and Volunteers at a reception for Volunteers at Government House.



Volunteer "Morning Tea" at the Melbourne Town Hall during "Volunteer Week".

5.3 Social Support and Monitoring

The *Social Support and Monitoring* program is a volunteer program aimed at providing emotional support, friendship and companionship for clients who are isolated and who, on account of poor health, are unable to access external or mainstream services. The program is funded under HACC to provide 2,652 visiting hours per year to Greek speaking people throughout the Melbourne Metropolitan area.

5.4 Community Visitors Scheme

The *Community Visitors Scheme* is likewise supported by a team of dedicated volunteers who visit, on a regular basis, isolated Greek residents who are living in non-Greek aged care facilities. The program is currently funded to engage 50 volunteers to visit residents in aged care facilities located in the Melbourne Metropolitan area.



Volunteer "Afternoon Tea" at Government House
"Volunteer Week" with the Governor, Sir James Gobo.



Students from St. John's College dance for the Elderly at the
Preston Adult Day Care Centre

In recognition of the huge effort and valuable contribution made by our team of volunteers, AGWS was pleased to participate in a number of official events that took place throughout the year. The functions, events and activities attended or held in recognition of volunteers included:

- ▶ An AGWS Volunteer Recognition Luncheon in December 1998
- ▶ A late-afternoon reception at Government House, organised by *Volunteering Victoria*, and hosted by His Excellency the Governor Of Victoria, the Honourable Sir James Gobbo
- ▶ A Morning Tea during *National Volunteer Week* at the Melbourne Town Hall, hosted by The Right Honourable the Lord Mayor, Councillor Peter Costigan and
- ▶ An Ecumenical Church Service for volunteers and volunteer Managers to celebrate National Volunteer Week (May 10-16)

As part of the recreational program for carers, AGWS organised two three-day camps for carers in May and June at the sea side town of Lorne along the Great Ocean Road. Funding for these activities was provided by the Carer Links East.

This brief but valuable retreat for carers provided them with an opportunity to meet other carers, exchange information, provide support for each other and to participate in structured and informal activities aimed at developing personal coping mechanisms and relaxation techniques.

The *Aged and Disabilities Services Unit* has also been very active in volunteer recruitment and training through most of the year. In December 1998, AGWS was successful in recruiting 100 new volunteers to support the *Social Support Program* and *Community Visitors Scheme*.

A period of intensive training followed the recruitment drive to ensure that volunteers were able to effectively perform their important role. The training, delivered after-hours over a three-month period, included induction training and sessions on:

- ▶ Alzheimer's disease
- ▶ Parkinson's disease
- ▶ Multiple sclerosis
- ▶ CVA and strokes
- ▶ Mental health
- ▶ Rights and responsibilities
- ▶ Confidentiality
- ▶ Agency protocols, policies and procedures
- ▶ Health and safety and
- ▶ General client-health issues

Though very demanding, the year overall has been a very rewarding one for AGWS staff and for volunteers. AGWS would like to extend its sincere thanks to all the volunteers who support the program by giving up their time and putting in a lot of effort and good will. The volunteer group has every reason to be proud of their contribution to the general well being of some of the most needy people in our community.

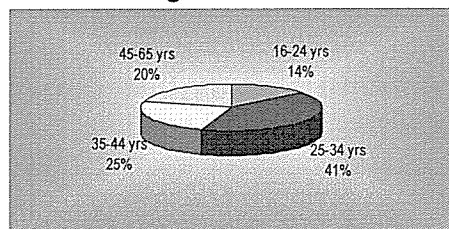
6. EMPLOYMENT & TRAINING PROGRAMS

6.1 Community Based Employment Program (CBEP)

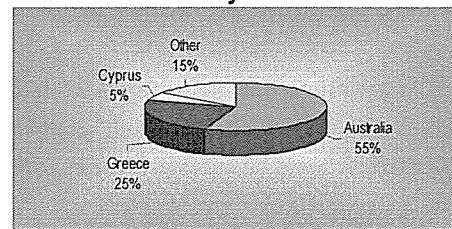
AGWS is funded by the State Government, through the Department of State Development, to deliver a specialist employment service for unemployed people.

The CBEP program is delivered primarily from the central AGWS office at Brunswick, but also from our regional offices at Sunshine, Oakleigh, Box Hill and Preston. This year we have had an almost equal number of female clients, 48.53%, to male clients, 51.47%. Age range, country of birth, first language spoken and place of residence of clients is as follows: -

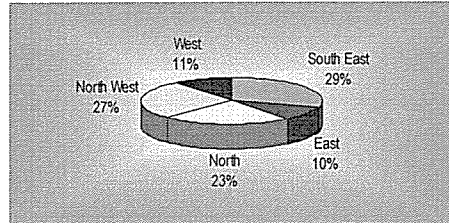
Age of Clients



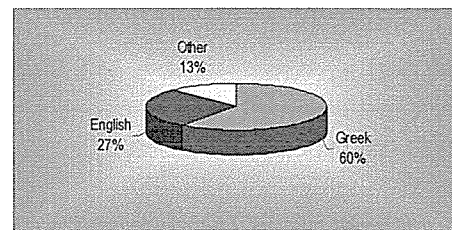
Country of Birth



Client Location



First Language



The service extends of course to all employers, Greek and non-Greek, throughout Victoria. For jobseekers, our contract in the first six months of this financial year has enabled AGWS to provide employment services to persons in two separate categories; firstly people of Greek background who have been unemployed for between three and twelve months, and secondly (and for the first time for AGWS) people of non-Greek background who have been unemployed for between three and twelve months and who are between the ages of 25 and 39.

However in the second half of the 1998/99 financial year AGWS was contracted to work with Greek background job seekers only, including the recently unemployed to those out of work up to one continuous year.

With several years of experience in delivering this type of service, AGWS has established a good quality program that, for employers, provides the following assistance with filling vacancies:

- ▶ Advertising vacancies in the print and radio media
- ▶ Pre-screening and interviewing clients
- ▶ Development of selection criteria for vacant positions and
- ▶ Matching of job seekers to vacancies

For the job seeker, AGWS is able to provide professional and expert advice and assistance in the following areas:

- ▶ Individual assessment of skills and capabilities
- ▶ Referral to vocational training
- ▶ Referral to other services and agencies that assist with pre-employment issues
- ▶ Assistance with letters of application
- ▶ Preparation of resumes
- ▶ Training in interview and presentation skills
- ▶ Identification of positions and areas of potential employment
- ▶ Access to office facilities and equipment

In addition to providing direct services, the program conducts general information campaigns and special seminars for people of Greek background. The campaign for this year focused on promoting, to employers, the benefits and competitive advantages that can be gained from better utilising the market knowledge and business contacts that workers of non-English speaking background often possess and how essential these attributes are in a State that has such a culturally diverse population.

As a result of this campaign and similar activities and because of the hard work put in at the face-to-face end of the business, AGWS is pleased to report that the program is on target with the contracted employment placements for Greek background job seekers this year.

These targets could not have been reached without the generous support of numerous individuals and organisations within the Greek community. AGWS would like in particular to extend its thanks to the *Hellenic Business Forum*, the *Hellenic Australian Chamber of Commerce and Industry*, *ENOSY* and the *Hellenic Business Alliance*.

We also extend our thanks to the Greek radio and print media for their support; in particular, to *Neos Kosmos*, *Ta Nea*, SBS, 3ZZZ and 3CR radio stations; all of whom advertised vacancies on our behalf free of charge as a service to AGWS and to the Greek community.

6.2 Diversity Works

Diversity Works is the trading name for AGWS's employment program, which is linked to the Government's *Job Network* scheme. This year is the programs first year of operation. AGWS is proud to report that the program's expected outcomes were successfully achieved during the first year of operation and, as a result, was offered a half-year extension to its contract and an increase of 50% in the number of placements. This will see the program operate until February 2000. Continuation of this program beyond this timeline will depend on the success of the tender recently submitted to continue and extend this program for the next three years.

The program currently operates from five locations. The *Diversity Works* offices are located at:

Brunswick	7 Union Street
Box Hill	Suite 3, 25 Prospect Street
Oakleigh	11 Chester Street
Preston	269 High Street
Sunshine	237 Hampshire Road



The *Diversity Works* employment program has been well received by employers and job seekers alike. Within the short period of the programs operation, the AGWS database of potential employers has increased from an initial 800 in the first few months to more than 3400 by the close of this financial year. As a result of strong and steady performance and well-targeted promotional activities, AGWS has successfully won the confidence and support of many businesses. Employers have sought our assistance in a range of areas, including:

- ▶ job matching for full-time and part-time positions and casual vacancies
- ▶ information on awards, rates of pay, equal opportunity and occupational health and safety
- ▶ information on traineeships and apprenticeships
- ▶ assistance in the development of duty statements
- ▶ advertisement of vacancies
- ▶ short listing of job applicants and
- ▶ post placement support

The service to employers is coupled with an equally important service to job seekers so that matching the right person to the right job is done efficiently and in as short a time as possible. Job matching services include:

- ▶ vocational counselling
- ▶ matching skills to available vacancies
- ▶ job searching on behalf of the client
- ▶ preparation of a resume and applications and
- ▶ making available facilities, materials and equipment

Training is a vital component of the program and AGWS staff assists applicants to prepare for work by:

- ▶ scheduling regular consultations
- ▶ developing techniques to build confidence
- ▶ exploring job-canvassing options
- ▶ developing interview techniques
- ▶ developing and expanding networks
- ▶ teaching methods for maintaining motivation and self-esteem
- ▶ examining various marketing options and
- ▶ enhancing presentation skills

These services are provided to all Centrelink registered job seekers that have qualified for the Job Search Training program.

6.3 Training Unit

The AGWS *Training Unit* has concluded a successful year in the delivery of several training programs during the year. The delivery of the *Certificate in General Education for Adults* (CGEA) and the *Home and Community Care* course saw many participants improve their general level of proficiency in English and the acquisition of valuable skills for work in the home and community care industry.

Funding for English classes was provided by the Central Western Metropolitan Regional Council, Community and Further Education and also the South Western Port Regional Council. The funding enabled AGWS to deliver English classes in:

- ▶ Bentleigh
- ▶ Sunshine
- ▶ Rye

In the latter part of the year additional funding was received from the Central Western Metropolitan Regional Council for four new classes in English, with the curriculum taken from the Certificate I in General Education for Adults (Foundation).

The Council also funded, through the Office of Training and Further Education, four Certificate II courses in Community Services (Home and Community Care). These were delivered in conjunction with:

- ▶ Victoria University of Technology (Footscray Campus) in the Sunshine area
- ▶ Swinburne University (Prahran Campus) in the Oakleigh area and
- ▶ Northern Melbourne Institute of technical and Further Education (Preston Campus) for the Brunswick area.

As well as training and course work the AGWS *Training Unit* provides students and participants with vocational counselling, assessments for recognition of prior learning, advice on options for further study and direct assistance with work placements in the fields of aged and disability care. The delivery of accredited courses by AGWS is a major step forward in the scope and quality of services being provided for our community. This is a great advantage for participants who can use their training with AGWS as a basis for further study or as a stepping stone to employment.

7. CHILDCARE CENTRE

“Alpha Children’s Centre”

The AGWS child-care centre, which is located at Corsair Street, Richmond, adopted a new name and logo at the close of 1998. Following extensive consultation with parents and guardians, it was decided that a new business name and logo better expressed the values and aspirations of the Centre. The new “Alpha Children’s Centre” name and logo, depicting a dancing circle of children, represents playfulness, learning through play, togetherness, tolerance, friendship and social cohesion. The “Alpha” represents knowledge, a love of learning and the Greek character of the facility.

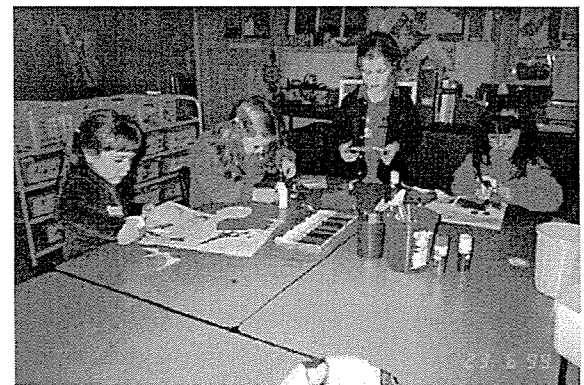
AGWS is pleased to report that our child care centre, after much hard work by child care staff and management, received accreditation under the Quality Improvement and Accreditation System (QIAS). Accreditation under the QIAS system is awarded only to childcare facilities that can demonstrate high standards of hygiene, safety, a constructive and positive interaction between staff, parents and children, quality service based on sound policies and procedures and innovative developmental programs. AGWS is proud to have received a three-year Accreditation certificate, which is the highest level of accreditation offered by QIAS.

To maintain high standards in food preparation, the child care centre is also in the process of establishing a Food Safety Program. This is being established in consultation with local health authorities and parents to ensure that all aspects of our program conform to food safety legislation.

While making every endeavour to improve and enhance our services for parents and children the AGWS child care centre has unfortunately felt the pressure of the recent cuts in funding and subsidies to the community-based, non-profit child care industry by the Federal Government. This has forced a regrettable hike in fees generally, and many centres, unable to absorb the cuts have been forced to close. For AGWS these cuts have placed a great strain on resources and programs, diverting much effort towards maintaining a sustainable number of users.



Childcare visit to the local church for Greek Easter.



Transition to school - The Giraffes (4-5 years old) children visit the local primary school.

Despite the cuts, the childcare centre has been able to maintain the core elements of service, which include:

- ▶ part-time and full-time care, Monday to Friday, for infants from early age to 5 years old
- ▶ service from 7 am to 6 PM to cater for working families
- ▶ developmental and educational programs that are tailored to the needs of all children, taking into account the various age groups and cultural backgrounds
- ▶ a language and multi-lingual program
- ▶ a parent resource library and a parenting program and
- ▶ educational excursions and activities

We have also successfully maintained our client-base, which consists primarily of working parents and couples, parents who are studying, parents seeking respite from home care and parents wanting to prepare children for school. In keeping with our aim of providing a culturally relevant service to families in the Richmond area and beyond, it is worth noting that 60% of service users are from a Greek background and that 78% of the overall number are of non-English speaking background. Though located in Richmond, the centre draws service users from a very large geographic area, particularly among parents who wish to ensure the maintenance of the Greek language and cultural traditions.

In addition to the direct services provided at the child care centre, AGWS has also played an important role in liaising with other child care facilities in the municipality of Yarra and the City of Darebin in order to promote our programs and to provide advice and assistance to children's services workers on multicultural issues.



Mixed reactions during the visit of the animal farm!

Our involvement in recreational activities and cultural events this year included participation in:

- ▶ the National Aboriginal and Indigenous People week celebrations
- ▶ the Chinese Moon Festival and New Year celebrations
- ▶ the Parade to the Shrine of Remembrance to commemorate Greek National Day
- ▶ a visit to Alpha Children's Centre by the animal farm
- ▶ a puppet theatre preformed at the centre
- ▶ attendance by various music groups to the centre
- ▶ Participation in the Children's Book Week Celebrations

In concluding our report for the *Alpha Children's Centre*, AGWS and the child care team look forward to another full year in 1999-2000. We sincerely thank the parents and guardians of children who use our service for their support. Our appreciation is also extended to the *City of Yarra*, the *Multicultural Resource Centre*, the *Lady Gowrie Resource and Training Centre* and the *Acacian Indo-Chinese Children's Centre* for their generous support and assistance throughout the year.



*Launch of the "Multicultural Children's Kit"
 (L-R) Dimitra Kokinidou (Greek Consulate), Stelios Piakis, Kathy Kamanis (Parent),
 Kay Meadows (City of Yarra), Voula Messimeri-Kianidis.*



27th Annual Report Financial Statements

(1st July 1998 - 30th June 1999)

Financial Statements Index

1.	Director's Report	1
2.	Auditor's Report	2
3.	Statement by Directors	3
4.	Profit and Loss Account	4
5.	Balance Sheet	5
6.	Notes to and Forming Part of the Financial Statements	6
7.	Statement of Cashflows	12
8.	Income and Expenditure Statement	13

Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N 005 110 305

Director's Report

The Directors of Australian Greek Welfare Society Ltd, submit herewith the balance sheets as at 30th June 1999 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

Nicholas Katris

Petros Yiallouris

Mary Revis (till 20/8/98)

Con Stavrakis

Angelis Calodoucas (from 20/8/98)

Sophie Xarhakos (till 20/8/98)

Popi Kostarakis

Lia Zapas (till 20/8/98)

Leon Siapantas (till 20/8/98)

Maria Vamvakinou (from 20/8/98)

Maria Tsolakidis (from 20/8/98)

Jack Nalpantidis (from 17/5/99)

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

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

The net amount of profit of the company for the year before extraordinary items was \$4112

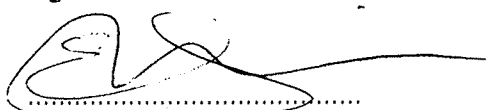
During the financial year there was no significant change in the state of affairs of the company other than that referred to in the accounts or notes there to.

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.

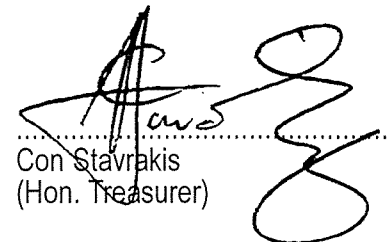
Since the end of the previous financial year, no Director has received or become entitled to receive a benefit (other than a benefit in the aggregate amount of emoluments received or due and receivable by Directors shown in the accounts, or the fixed salary of a full-time employee of the company or related 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)



Con Stavrakis
(Hon. Treasurer)

16th day of November, 1999

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 1999. 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 my 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 1999 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 16th day of November 1999.

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:

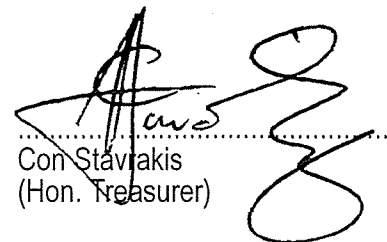
1. (a) The accompanying profit and loss account is drawn up so as to give a true and fair view of the results of the Company for the financial year ended 30th June 1999.
 - (b) The accompanying balance sheet is drawn up so as to give a true and fair view of the state of affairs of the Company as at the 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)

16th day of November, 1999



.....
Con Stavrakis
(Hon. Treasurer)

Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N 005 110 305

**Profit and Loss Account
for the period ended 30th June, 1999**

	NOTE	1999	1998
Operating Profit (Loss) Before Extraordinary Items		4112	5672
Extraordinary Item	3	35332	0
Operating Profit (Loss) After Extraordinary Item		39444	5672
Accumulated Losses at the Beginning of the Financial Year		-177208	-182880
Less Adjustment	3	89541	0
Accumulated Losses at the End of the Financial Year		-48223	-177208

Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N 005 110 305

Balance Sheet as at 30th June, 1999

	Notes	1999	1998
CURRENT ASSETS			
Cash At Bank	4	87687	95001
Anticipated Grants	5	0	24000
TOTAL CURRENT ASSETS		87687	119001
NON-CURRENT ASSETS			
Property - 8 Corsair St	6	1200000	500000
Property - 7 Union St	6	675000	390000
Renovations - 7 Union St	6	157400	157400
Furniture & Equipment	6	93410	68861
TOTAL NON-CURRENT ASSETS		2125810	1116261
TOTAL ASSETS		2213497	1235262
CURRENT LIABILITIES			
Creditors & Accruals	7	19000	0
Provisions	8	188711	188711
Government Grants In Advance	8	165743	166176
TOTAL CURRENT LIABILITIES		373454	354887
NON-CURRENT LIABILITIES			
Provisions	9	105873	139408
Other Creditors	9	298128	418175
TOTAL NON-CURRENT LIABILITIES		404001	557583
TOTAL LIABILITIES		777455	912470
NET ASSETS		1436042	322792
MEMBERS FUNDS			
Retained profit/(Losses)		-48223	-177208
Asset Revaluation Reserve		1484265	500000
TOTAL MEMBERS FUNDS		1436042	322792

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, 1999**

**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.

During the year, the Directors have revalued in the accounts the properties at 7 Union Street, Brunswick and 8 Corsair Street, Richmond, to properly reflect the higher market value of the properties.

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 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, 1999**

NOTES (CONTINUED)	1999	1998
NOTE 2		
OPERATING SURPLUS/(LOSS)		
The Operating Result includes The Following Items of Income And Expenditure		
OPERATING INCOME		
Government Grants	1587177	1255847
OTHER OPERATING INCOME		
Parent Fees for Child Care	236513	224042
Interest	4336	6997
Fundraising	1175	18723
Administration	3000	3000
Sundry	6718	9309
Emergency Fund	0	6110
Cap Fees	8049	7749
Respite Fees	907	1886
ADASS Fees	13789	13771
Adult Literacy Fees	2448	0
Payroll Tax Refund	37200	0
Publications	147	673
Donations	5710	3003
Membership Fees	490	1692
Workcover Reimbursement	11274	15271
Childcare -other	20000	0
TOTAL OPERATING INCOME	1938933	1568073
OPERATING EXPENSES		
Depreciation	6359	7610
Transfers to (From) Provisions		
Employee Benefits	1796	9240
Auditors Remuneration	8944	7535
Aggregate Income Received or Due and Receivable by the Directors of the Australian Greek Welfare Society Ltd	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, 1999**

NOTES (CONTINUED)	1999	1998
NOTE 3		
Maintenance	0	0
Employee Benefits	35332	0
During the year the State Revenue Office had forgiven the Payroll Tax debt.	89541	0
	124873	0
NOTE 4.		
Westpac Bank	1789	12575
Term Deposits	85898	82426
	87687	95001
NOTE 5.		
Diversity Works	0	24000

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, 1999**

NOTES (CONTINUED)	1999	1998
NOTE 6		
Property at 8 Corsair St Richmond Directors Valuation	1200000	250000
Property - 7 Union St Brunswick - At Cost	675000	390000
Property - 7 Union St Renovation - At Cost	157400	157400
	832400	547400
Furniture & Equipment At Cost	111744	105390
Less Accumulated Depreciation	-90244	-86068
	21500	19322
Improvements	61274	61275
Less Amortisation	-14932	-12907
	46343	48368
Furniture & Equipment - 7 Union St	1613	1613
Less Accumulated Depreciation	-600	-441
	1013	1172
Motor Vehicle	24554	0
TOTAL	93410	68862
NOTE 7 CURRENT LIABILITIES		
Creditors & Accruals	19000	0

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, 1999**

NOTES (CONTINUED)	1999	1998
NOTE 8 CURRENT PROVISIONS		
Employee Benefits	134847	134847
Severance Pay	53864	53864
Maintenance	0	0
	188711	188711
GOVERNMENT GRANTS IN ADVANCE		
Community Settlement Scheme	53535	48200
Capital Grants	20000	29835
Employment - CBE	6600	26424
Ethnic Aged	35000	4000
Workcover	7947	4947
Adult Literacy	2000	12294
MENS	22000	0
Adult Day Care	0	33476
Child Care	4063	0
VV Community Visitors	14598	0
Grant - In Advance 2	0	7000
TOTAL GOVERNMENT GRANTS IN ADVANCE	165743	166176
TOTAL	354454	354887
NOTE 9 OTHER CREDITORS		
Payroll Tax	0	95541
Loan - Westpac	298128	322634
TOTAL OTHER CREDITORS	298128	418175
NON CURRENT LIABILITIES - PROVISIONS		
Employee Benefits	105873	139408
TOTAL	105873	139408

PAYROLL TAX

During the year the State Revenue Office had forgiven the Payroll Tax debt. This amount was written back in these accounts against accumulated losses.

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, 1999****NOTES (CONTINUED)****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.

**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	1789
Cash At Bank - Deposits	85898
Total	87687

b) Reconciliation of Cash Flows from operations:

Operating Profit	4112
Amortisation	0
Depreciation	6359
Profit on Sale of property, plant & Equipment	0
Increase - Employee Provisions	1796

CASH FLOWS FROM OPERATIONS **12267**

Australian Greek Welfare Society Ltd.
 (Limited by Guarantee)
 A.C.N 005 110 305

Statement of Cash Flows
for the period ended 30th June, 1999

	NOTE	1999
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		1934600
Payments to Suppliers & Employees		1926669
Interest Received		4336
Net Cash Provided by (used in) Operating activities	10b	12267
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds form sale of property, plant & equipment		
Payment for property, plant & equipment		
Net Cash provided by (used in) investing activities		0
Net Cash Flow from Financing Activities		0
Net Increase/Decrease in cash held		-7314
Cash at beginning of year		95001
CASH AT END OF YEAR	10a	87687

Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N 005 110 305

**Income and Expenditure
for the year ended 30th June, 1999**

INCOME	1999	1998
Administration Fees	3000	3000
Dept. of Health & Aged Care - Ethnic Aged Grant	48000	48000
Child Care Fees	236512	224042
Donations	5710	3003
Membership Fees	490	1692
Fund Raising Income	1175	18724
Sundry Income	6717	9310
Caps Fees	8049	7749
Interest	4336	6997
Workcover Reimbursements	11274	15271
Childcare Assistance	141034	126602
Childcare Capital	20000	0
DIMA - Community Settlement Services	200667	184655
Dept. of Human Services (HACC) - Adult Day Care	339231	244137
Dept. of Human Services (HACC) - Vis Social Support	72905	85786
Dept. of Health & Aged Care - Respite	107996	107996
Dept. of Health & Aged Care - Community Visitors	41795	41793
Respite Fees	907	1886
Dept. of State Development (CBE) - Employment	149794	141100
Victorian Workcover Authority - Workcover	33893	28946
OTFE/ACFE - Adult Literacy	49663	45000
Dept. of Health & Aged - Childcare Coordinator	33577	32466
Adass Fees	13789	13771
Publications	147	672
Case Management	0	66475
Payroll Tax Refund	37200	0
Emergency Fund	0	6110
Dept. of Family & Comm. Services - Mens Project	12000	0
Dept. of Employment Workplace Relations - Diversity Works	315817	24000
Carer Links West - Carers Project	27721	0
Small Projects	0	53734
Other Grants	15536	25156
SUB TOTAL	1938935	1568073

Australian Greek Welfare Society Ltd.

(Limited by Guarantee)

A.C.N 005 110 305

**Income and Expenditure
for the year ended 30th June, 1999**

LESS EXPENDITURE	1999	1998
Salaries	1229452	1008406
Insurance	8656	10663
Workcover	39265	22962
Fundraising Expenses	0	4565
Project Fees	27259	43474
Telephone & Postage	60854	35945
Printing & Stationary	11077	7426
Marketing	14993	0
Repairs & Maintenance	34727	52040
Electricity & Gas	22850	15983
Advertising	14843	5307
Depreciation	6359	7609
Bank Charges	2211	2526
Auditing/Accounting	10745	10624
Rent	68370	9060
CAB Charges	49911	38743
Carer's Project	27375	0
Consumables	4464	2900
Meals - ADASS	21057	20022
Food & Drinks - Child Care	20818	20410
Payroll Tax	0	36732
Superannuation	100686	57007
Resource/Publicity Materials	1060	887
Administration Costs	6447	16489
Petty Cash	3182	4498
Meeting Expenses	2893	1271
WC Medical Expenses	515	2962
Diversity Works	0	34973
Emergency Fund	1200	3358
Rates & Taxes	8329	2069
Subscriptions & Newspapers	3294	744
Union Fees	520	1333
Photocopy Exp	14407	8187
Cleaning Expenses	29602	31585
Maintenance - Building (including capital works)	54003	15394
Program Activities - ADASS	11310	11639
Security	2057	1592
Interest	18235	22256
Employee Benefits	1797	0
TOTAL EXPENDITURE	1934823	1571641

Australian Greek Welfare Society Ltd.
 (Limited by Guarantee)
 A.C.N 005 110 305

**Income and Expenditure
 for the year ended 30th June, 1999**

OPERATING SURPLUS/(LOSS)	4112	-3568
ADD EXTRAORDINARY ITEMS		
Maintenance	0	0
Employee Benefits	35332	9240
TOTAL EXTRAORDINARY ITEMS	35332	9240
TOTAL INCOME	39444	5672

