

## **QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005**

**IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO**

### **(186) Output 2.1: Settlement Services**

Senator Hurley asked:

DIMIA's annual report 2003-2004 p156, states that 150,000 was allocated for training of funded organisation.

- can you provide a list of the organisations that did the training
- what was the duration of this training
- can you explain the training process they underwent
- Who train them?

*Answer:*

The following organisations undertook training under the National Training Strategy (NTS) in 2003-04:

#### **ACT:**

- The Canberra MRC
- The Queanbeyan Multilingual Centre
- The Griffith Multicultural Council
- The Albury Wodonga Multicultural Resource centre
- The Ethnic Community council of Wagga Wagga

#### **NT:**

- Multicultural Community Services of Central Australia
- Anglicare

#### **QLD:**

- ACCESS Inc
- Australian Red Cross Society Queensland
- Cathay Community Association Inc
- Centacare Cairns
- Centre for Multicultural Pastoral Care
- Hervey Bay Neighbourhood Centre Association Inc.
- Inala Community House
- Islamic Women's Association of Queensland Inc.
- Ipswich City Council

- Kinnections
- Lifeline Darling Downs and South West Qld. Ltd
- Maroochy Neighbourhood Centre Inc
- Mackay Regional Council for Social Development
- Mount Isa Community Development Association Inc.
- Multicultural Development Association Inc.
- Multicultural Families Organisation Inc
- Multicultural Information Network Service Inc. (Gympie)
- Multilink Inc.
- Townsville Migrant Resource Centre

**SA:**

- African Communities Council of SA
- Associone Nazionale Famiglie Degli Emigranti Inc (ANFE)
- Bosnian and Hercegovina Muslim Society of SA
- Broken Hill Multicultural Women's Resource and Information Centre
- Chinese Welfare Services of SA
- Coordinating Italian Committee Inc
- Coober Pedy Multicultural Community Forum Inc
- Federation of Spanish Speaking Communities of SA
- Greek Orthodox Archdiocese of Australia
- Jewish Community Services Inc
- Middle Eastern Communities of South Australia
- Migrant Resource Centre of SA
- Multicultural Youth of SA
- Muslim Women's Association of SA
- Port Lincoln Multicultural Council Inc
- Riverland Multicultural Forum Inc
- Serbian Community of SA
- South Australian Lebanese Women Inc
- South East Local Government Association
- South East Multicultural Network Inc
- The Croatian Club Adelaide Inc
- Whyalla Multicultural Communities Centre Inc

**VIC:**

- African Australian Welfare Council
- CELAS Spanish Latin American Welfare
- Cutting Edge Youth Service - Shepparton
- Eastern and Central Africa Communities of Victoria
- Federation of Chinese Associations
- Lao Australian Welfare Association of Victoria
- Migrant Resource Centre North West
- Northern Migrant Resource Centre
- Serbian Welfare Association of Victoria

- Southern Ethnic Advisory and Advocacy Council of Victoria
- Springvale Community Aid and Advice Bureau
- Westgate Migrant Resource Centre
- African Australian Welfare Council
- Albanian-Australian Community Association
- AMES Footscray Settlement Services
- Australian Croatian Communities Network
- CELAS Spanish Latin American Welfare
- Centacare Catholic Family Services
- Centre for Multicultural Youth Issues
- Chinese Community Social Services Centre Inc.
- Community Information Whittlesea
- Cutting Edge Youth Services - Shepparton
- Dianella Community Health
- Ethnic Communities Council of Shepparton and District
- Eastern and Central Africa Communities of Victoria
- Geelong Migrant Resource Centre
- Horn of African Communities Network
- Islamic Women's Welfare Council
- Lao Australian Welfare Association
- Merhamet Muslim Welfare Association
- Migrant Information Centre Mitcham
- Migrant Resource Centre North West
- Northern Migrant Resource Centre
- North Richmond Community Health Centre
- Serbian Welfare Association of Victoria
- South Central Region Migrant Resource Centre
- South Eastern Region Migrant Resource Centre
- Southern Ethnic Advisory and Advocacy Council of Victoria
- Springvale Community Aid and Advice Bureau
- Sunraysia Ethnic Communities Council
- Vietnamese Community in Australia Victorian Chapter

#### **NSW:**

- Australian Philippine Association Illawarra Incorporated
- African Community Council
- Al Zahra Muslim Womens Association
- Anglicare
- Asian Women at Work Inc
- Auburn Migrant Resource Centre
- Auburn MRC
- Auburn Turkish Islamic Cultural Centre
- Australia Korean Welfare Association
- Australian Alevi Cultural Centre
- Australian Arabic Communities Council
- Australian Chinese Community Association

- Australian Egyptian Council Forum
- Australian Korean Welfare Association
- Australian Kurdish Association
- Australian Lebanese Association
- Australian Lebanese Welfare Group
- Australian Philippine Association Illawarra Incorporated
- Australian Turkish & Kurdish Community Coop
- Bathurst Information Neighbourhood Centre
- BHHP Migrant Resource Centre
- Blacktown Migrant Resource Centre
- Bosnia Herzegovina Project
- Botany Migrant Resource Centre
- Canterbury Bankstown Migrant Resource Centre
- Cherrybrook Chinese Community Association
- Chinese Australian Services Society
- Chinese Migrant Welfare Association
- Christian Community Aid Service
- Coffs Harbour Neighbourhood Centre
- Crows Nest Centre
- Diocese of the Armenian Community Centre
- Dubbo Community Services & Information Centre
- Ethnic Communities Council
- Greek Welfare Centre (Wollongong)
- GyMEA Community Aid Information Services
- Illawarra Migrant Resource Centre
- Indonesian Welfare Association
- Iranian Community Organisation
- Italian Social Welfare Association
- Jewish Care
- Khmer Community of NSW
- Lao Community Advancement NSW Co-op
- Lao-Australian Group Community Service
- Lebanese Community Council
- Lebanese Moslem Association
- Lightning Ridge Transcultural Community Council Inc
- Liverpool Migrant Resource Centre
- Macarthur MRC
- Macedonian Welfare Association
- Manning Valley Neighbourhood Services
- May Murray Neighbourhood Centre
- Melkite Catholic Eparchy Corporation
- Migrant Network Services
- Mountains Community Resource Network
- MRC Newcastle & the Hunter Region
- MRC Newcastle & the Hunter Region – Armidale
- Mt Druitt Ethnic Communities Agency
- Multicultural Community Services

- Nepean Migrant Access
- NSW AMES
- Orange City Council
- Philippine Australian Community Services
- Polish Welfare & Information Bureau
- Portuguese Welfare Centre
- Queanbeyan Multilingual Centre
- Russian Ethnic Community Council of NSW Inc
- Samoan Advisory Council
- Serbian Orthodox Welfare Association
- Shoalhaven, East Nowra Neighbourhood Centre
- SLASA
- Smith Family
- Society of St Vincent de Paul
- South Coast Portuguese Association
- SOWA
- St George Lebanese Joint Committee
- St George Migrant Resource Centre
- Supreme Islamic Council of NSW
- Thai Welfare Association
- Thai Welfare Association Inc
- Timorese Australian Council
- Turkish Welfare Association
- Ukrainian Welfare Association
- United Muslim Women Association
- Vietnamese Women's Association
- Woolgoolga Neighbourhood Centre
- Wyoming Community Centre

**WA:**

- Afrikan Community in WA
- Australian – Asian Association of WA Inc
- Blue Sky Community Group Inc
- Catholic Migrant Centre
- Communicare Inc
- Greek Orthodox Welfare Association of WA
- Italo-Australian Welfare & Cultural Centre
- Kan-Work Options Centre Inc
- Metropolitan Migrant Resource Centre
- Multicultural Services Centre of WA Inc
- Muslim Women Support Centre
- South Metropolitan Migrant Resource Centre
- South West Migrant Service Inc
- The Gowrie (WA) Inc
- Trustees of Christian Brothers WA Inc – Edmund Rice Centre WA
- Uniting Church Frontier Services

## **TAS:**

- Migrant Resource Centre (Northern Tasmania) Inc.
- Migrant Resource Centre (Southern Tasmania) Inc.

Training sessions varied from four hours to two days in duration depending on the course content.

The NTS is a program funded by the Department to assist Migrant Resource Centres/Migrant Service Agencies and organisations funded under the Community Settlement Services Scheme to manage and deliver settlement services. The program comprises three modules:

Module 1: *The Community Settlement Services Scheme*

Module 2: *Managing the Community Settlement Services Scheme*

Module 3: *Effective Management Skills for Community Based Programs*

Modules 1 and 2 are intended for Management Committees and Project Workers.

Module 3 is intended for Management Committee members. Training was also run in relation to the following:

- Financial Management;
- Making Meetings work;
- Pro-active Communication;
- Strategic Planning;
- Dealing with Difficult Clients;
- Milestone Reporting and Casework.

Training was conducted either by Departmental staff or by training professionals.

The modules are run regularly throughout the year and are open to all organisations. Organisations attend based on need and skills.