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Acknowledgements

UTS Shopfront has been working with community organisations for eight years. During this time, 300 projects – involving 900 students, over 50 academics and all of the University's faculties – have been successfully completed. The outcomes have been rich and rewarding for all involved. Community groups have seen projects brought to fruition that might otherwise have remained dormant. Students have had the opportunity to apply their knowledge and skills in socially beneficial ways. And academics have been able to reinforce their relevance in a dynamic social and educational environment.

This program would not be possible without the ongoing support of the University and its Faculties, Centre and Units. We are indebted to numerous academics, general staff, students and community organisations who have individually or collectively supported the Shopfront.

At the beginning of the year the Shopfront was brought under the portfolio of the Pro-Vice-Chancellor (Teaching and Learning), Professor Richard Johnstone. We would like to thank Professor Johnstone for his strong support and encouragement throughout the year. I would also like to acknowledge the vital and greatly valued contributions of Pauline O'Loughlin, Lisa Andersen and Tanja Dreher.

Associate Professor Paul Ashton
Director
Mission
UTS Shopfront acts as a gateway for community access to the University. It links disadvantaged and under-resourced community groups to University skills, resources and expertise to provide both flexible community-based learning for students and to assist these groups to achieve independence and self determination.

Vision
UTS Shopfront’s vision is to maintain and further advance the principles of flexible learning through developing collaborative research, teaching and learning activities based on a culture of equity, diversity, social responsibility and mutual respect.

UTS Shopfront consolidates partnerships with disadvantaged and under-resourced community groups with a view to fostering self-determination, skill transfer and an educational program that will produce University graduates with knowledge of socially responsible professional practice.

Objectives
The objectives of the Shopfront are to

• encourage and facilitate two-way knowledge and skills exchange between the University and community
• provide a distinctive, integrated teaching role in the university in relation to community service and student learning
• provide a University-wide teaching resource for a range of practice-based and multi-disciplinary projects
• encourage socially relevant and responsible research activities and
• encourage inter-faculty teaching, research and community activity.
What is the Shopfront?
UTS Shopfront is designed to link disadvantaged and under-resourced community groups to university skills, resources and professional expertise. This allows projects that would not otherwise proceed to be completed with multiple benefits.

The program provides a practical and innovative model that enables students to enrich their learning experience through participation in broader communities. Linkages between the University and external communities facilitates community development and interaction.

Community-based projects are carried out by students through their subjects under the supervision of academics. The Shopfront has a broad skills base with access to all nine UTS Faculties. These are: Business; Education; Engineering; Design, Architecture and Building; Humanities and Social Sciences; Information Technology; Law; Nursing, Midwifery and Health; and Science.

UTS Shopfront is a non-profit program that provides services free of charge to the community. All donations are tax deductible.

Executive Summary
Since its inception, the Shopfront has delivered 300 successful projects across the University's faculties. Its core activity of community-initiated projects utilising the skills, expertise and knowledge of the University is now well established. Highlights for the year include:

Building Bridges
In December the Building Bridges: Community Relations Following September 11, 2001 research funded by the Community Relations Commission for a multicultural NSW (CRC) was completed. This was a joint project with Transforming Cultures a key research strength in the Faculty of Humanities and Social Sciences.

The CRC set up a telephone hotline to assist community members who experienced problems of discrimination, assault or abuse as a result of the events of September 11, 2001 in New York. A quantitative analysis of the data was undertaken focusing on assaults reported to the hotline including physical attacks, verbal assaults, sexual assaults, threats, racial discrimination and harassment, damage to property and media attacks. A qualitative analysis of this data was also completed exploring themes such as the use of ethnic descriptors, the language of inclusion and exclusion, the gendered nature of attacks, experiences of violence and insecurity, the language of emotion and the uses of appraisals. The research also included consultations with community groups, academics, government and media professional.

Tanja Dreher is the principal researcher for this work which will be published during 2005.

Community: Campus Partnerships in Norway
Pauline O'Loughlin, Shopfront's Program Manager, was invited to give a keynote address on university and community collaboration at a conference at Stavanger University in Norway.

The conference Community-Campus Partnerships Building Partnership for Better Practice, Research and Education explored how universities and local communities can collaborate to improve welfare for citizens. The program featured speakers from over 20 countries including community representatives from Croatia, Serbia and Iceland.
Pauline and the Shopfront Director Paul Ashton also participated in a strategic planning day to assist Stavanger University establish their own centre for university-community cooperation.

**Facing Fear Forum**

On 26 November the Shopfront hosted a forum entitled *Facing Fear: Community Anti-racism Work after September 11, 2001* which attracted over 70 participants. Speakers included: Randa Kattan (Australian Arabic Communities Council), Inderjeet Singh (Australian Sikh Association), Nasya Bahun (Muslim Women's National Network of Australia), Shifa program young filmmakers (Information and Cultural Exchange), Alissar Chidiac, Nada Roude (Islamic Council of NSW) and Zuleyha Keskin (Affinity Intercultural Foundation).

The forum was for people working with communities experiencing racism and those interested in anti-racist responses to the politics of fear. It provided an opportunity for community organizations to present examples of proactive or creative activities including cultural awareness, interfaith, education, media, arts and training projects responding to the climate of increased tensions, hostility and discrimination. The workshop at the end of the day presented a chance for participants to put forward ideas for future projects and research. In 2005 the outcomes of the *Facing Fear Forum* will be presented in a publication as well as an audio CD.

Nomise (pictured right), an inspirational young Arab rapper, entertained the participants and appeared courtesy of Bankstown Youth Development Services.

**Investigative Journalism Workshop**

In August Peter Manning, Adjunct Professor of Journalism at UTS, conducted a workshop on investigative journalism. This workshop was organized by the United Muslim Women’s Association (MWA) and UTS Shopfront.

The day included an introduction to investigative journalism, explanations on how investigative journalism differs from other types of journalism and researching investigative stories. The program concluded with a role-play workshop with the participants putting their new investigative journalist skills into practice.

The workshop is part of MWA's ongoing focus on developing leadership skills amongst young Muslim women and follows previous media training workshops developed with the Shopfront in 2001.

**Fulbright Senior Specialist**

UTS Shopfront was awarded an Australian-American Fulbright for Professor Philip Nyden from Loyola University in Chicago to visit Australia. Professor Nyden is the Director of Loyola’s Centre for Urban Research and Learning (CURL) and is a well-known international specialist on university-community collaborations.
While in Australia, Professor Nyden presented his research findings on stable racially and ethnically diverse communities at UTS, met with a number of local academics involved in community engagement, conducted a workshop and strategic planning session on university-community collaboration at the University of Western Sydney for the Australian Universities Community Engagement Alliance (AUCEA), and visited the University of New South Wales, the Australian National University and the University of Canberra to discuss community-engagement programs. He was a guest on Radio National's 'Life Matters', met with federal Labor politicians, and spent time with a number of community organisations in Redfern, Riverwood and Lakemba.

UTS and Loyola University plan to trial a student exchange program during 2006 focusing on community views of Australian life, culture, history and arts.

Projects
During 2004 The Shopfront developed and completed 40 projects with a broad range of community groups. Community partners for these projects included:

Bankstown Youth Development Service
Bondi Beach Cottage
Bookfeast
British Pensions in Australia Inc
Centacare Broken Bay
Combined Pensioners and Superannuants Association of NSW
Forum on Australia's Islamic Relations (FAIR)
FRANS
Granville Youth and Community Recreation Centre
Islamic Council of NSW
Libraries and Museum Foundation
Mineral Policy Institute (MPI)
Muslim Women's Association
Nepean Food Services (Meals On Wheels)
New Theatre
NSW Community Options Projects
NSW Disability Discrimination Legal Centre
NSW Rape Crisis Centre
PACT Youth Theatre
ReconciliACTION
Redfern Aboriginal Corporation
RESNET: City of Sydney’s Resident’s Network
SievX National Memorial Project
South East Neighbourhood Centre
South Sydney PCYC
Sydney Asia Pacific Film Festival
Sydney Children’s Hospital
The Settlement Neighbourhood Centre
Tribal Warrior Association
Vision to Reality – Projects Completed During 2004
Several projects undertaken during 2004 are highlighted below. (Descriptions of a number of the projects are on pages 9-18)

Social Impacts of the Arts
Joanna Winchester, a Masters of Social Inquiry student with the Faculty of Humanities and Social Sciences, worked on two Shopfront projects during 2004. The first was with Granville Youth and Community Recreation Centre where she coordinated a program to train a culturally and linguistically diverse group of young people ranging from 13 to 16 years old in television production. The project proved to be popular with 18 young people showing up for the first meeting and only two dropping out during the program. Joanna was able to enlist the help of Anna Arce to edit the final project. The premiere screening of The Granville Report produced much laughter and applause from the young filmmakers who are all keen to develop their skills further.

Joanna also worked with PACT Youth Theatre developing research on the organisation's Stand Your Ground arts program with young people in Redfern and Waterloo. The aim of Joanna's work is to look at both the social impacts of longer-term community arts program and how PACT might better establish industry links and networks to assist the young people involved to develop careers in the creative industries.

Both projects have enabled Joanna to establish links for her future career in community arts.
Classes on Board
Three classes worked on Shopfront projects during 2004. They were:

A postgraduate class supervised by Linda Leung from the Institute for Interactive Media developed a plan for the online framework for the 2nd Women's Commission. The NSW Rape Crisis Centre, Women's Health Centres and the Rural Women's Network are working in partnership to develop a two day statewide conference for and about women in 2005. The Commission aims to review the outcomes of the 2004 Beijing Women's Worldwide Conference, identify outcomes which impact on women in NSW and develop plans, strategies and actions to enact those outcomes. The online structure developed by the students will allow participation and interaction of women across New South Wales.

The Online Journalism class, under the supervision of Chris Conlon from the Faculty of Humanities and Social Sciences, was commissioned by the Mineral Policy Institute (MPI) to write an e-magazine about corporate influences on decision making in Australia, using the mining industry as a case study. Twenty one students researched and wrote articles on issues such as cyanide leach mining, corporate public relations practices, ethical investment and as well as case studies of communities affected by mining. The e-magazine Mining Australia 2004 was published online by UTS in December 2004.

More than 90 Visual Communications students from the Faculty of Design, Architecture and Building completed sixteen design and website development projects under the academic supervision of Darrall Thompson, James Kesteven and Jacqueline Gothe. The projects included: a promotional CD for the Tribal Warrior, websites for the Redfern Aboriginal Corporation and the Settlement; a virtual museum on the Tamil community in Strathfield; design of an education kit for Reconciliation; and the design for the New Theatre's 2005 Season.

Artwork from the Settlement Neighbourhood Centre in Redfern
Women’s Arts and Film Festival
25 November, the International Day for the Elimination of Violence Against Women, marks the commencement of the internationally observed 16 days of Activism against Gender Violence.

To raise awareness of the serious issue of violence against women and to also celebrate the strength, compassion and dedication of those women and men working to end such violence a film festival event was held at the Cremorne Orpheum Theatre. Blaise Kelly, a third year student undertaking a Bachelor of Leisure of Management in the Faculty of Business, worked as events manager and curator for this program. The film Whale Rider starring Academy Award nominee Keisha-Castle Hughes was shown in addition a series of short films developed by SBS in concert with the Australian School of Film, Television and Radio were shown to the larger than expected audience.

The winners of the Northside Youth Explorer: Women, Strength and Freedom Photography competition were awarded their prizes which were donated by Zonta Club of Sydney North. Winning Entries have been displayed in Stanton, Lane Cove and Mosman Libraries.

Bookfeast 2004
Shirley Chen and Gilbert Luciano worked on media relations, event management and evaluation for Bookfeast, a south-west Sydney Festival about children reading organised by Michael Fraser, Fairfield Public School and the Fairbank Library Network. These interactions with authors and illustrators aim to encourage more young people to read. The Premier, Bob Carr, and 30 authors and illustrators joined the students from 40 schools in the Fairfield and Bankstown areas to celebrate Bookfest. Authors included: Duncan Ball, Felicity Pullman, Elizabeth Stanley, Lisa Shanahan and Marcelle Bernard.
Vision to Reality – Projects Completed During 2004

2nd Women's Commission 2005
The NSW Rape Crisis Centre, Women's Health Centres and the Rural Women's Network are working in partnership to develop a two day statewide conference for and about women in 2005. The Commission aims to review the outcomes of the 2004 Beijing Women's Worldwide Conference, identify outcomes which impact on women in NSW and develop plans, strategies and actions to enact those outcomes.

Students from the Institute for Interactive Media and Learning, under the academic supervision of Linda Leung, worked on a plan for the online structure for the conference which will allow participation and interaction of the women across New South Wales.

Faculty: The Institute for Interactive Media and Learning
Academic: Linda Leung
Community Supervisor: Karen Willis
Students: Sarah Barry, Jeffrey Cashman, Julianne Chatelain, Kara Rae Gareza, Tarequl Hasan, Snorre Helvik, Kathryn Hughes, Tania Humphreys, Zeina Khumush, Ryuji Kita, Aleem Latif, Adrian Mudrazija, Ngoc Nguyen, Penelope Phillips, Denise Popovic, Josh Preston, Rachel Robins, Bernard Stepien, Jenny Sunden, Dorothy Tan, Xiaofei Wang and Jacqueline Wasilewsky.

Bankstown Youth Development Service (BYDS)
BYDS is a community cultural development organisation located in Western Sydney. The service works with youth and multicultural communities and aims to build community through cultural events.

Charlen Muadjienga worked with BYDS to develop a plan for designing and building a website. The planned website will include information about the organisation, information on members and its projects such as the Hip Hop workshops and African festival.

Faculty: Humanities and Social Science
Academic: Tim Ash
Student: Charlen Muadjienga

Bondi Beach Cottage
BBC is a community-managed, non-profit, Family and Community Support Centre. Their aim is to deliver support, advocacy, information and therapy to local residents, particularly those on low incomes or those who are socially isolated, through casework, counselling, groupwork, and associated childcare.

Peta Charlesworth worked with the Cottage to design a simple website that provides information about their services and links to their quarterly newsletter.

Faculties: Humanities and Social Sciences/Information Technology
Academic: Michael Olssen
Student: Peta Charlesworth
Industry Supervisor: Stefan Schmidt (IT Faculty)
**Bookfeast**

*Bookfeast* is a Festival about children's books and children reading organised by Fairfield Public School and the Fairbank Library Network every year in September. Through interactions with authors, illustrators and text, the Festival aims to encourage local children to read.

Two projects were undertaken with *Bookfeast*. In the first project Gilbert Luciano designed and implemented a public relations campaign. His final report included a PR plan for future *Bookfeasts*.

**Faculty:** Humanities and Social Sciences  
**Academic:** Katherine Gordon  
**Student:** Gilbert Luciano  
**Industry Mentor:** Lisa Andersen

The second project had Shirley Chen designing, implementing and analysing a survey of relevant participants parents, teachers and authors and illustrators. The outcomes of her research will assist the organisers to better plan and develop future *Bookfeasts*.

**Faculty:** Humanities and Social Sciences  
**Academic:** Katherine Gordon  
**Student:** Shirley Chen

**British Pensions in Australia Inc. (BPiA)**

BPiA is a not for profit non-commercial volunteer association of British pensioners living in Australia whose objective is to lobby for the inflation uprate of UK pensions. They are currently co-funding – with similar organisations in South Africa and Canada – a legal case before the House of Lords.

Rebecca Kehlet worked with BPiA to develop and run a nationwide publicity campaign to recruit new, relevant members to the organisation, to fundraise and to inform the broader public of their cause.

**Faculty:** Humanities and Social Sciences  
**Academic:** Tim Ash  
**Student:** Rebecca Kehlet

**Combined Pensioners and Superannuants Association of NSW**

Combined Pensioners and Superannuants Association of NSW Inc (CPSA) was originally formed in 1931 to represent the interests of pensioner groups in the state of New South Wales. CPSA now has a broad mission to improve the living standards, community services and lifestyle choices of pensioners of all ages, superannuants and low income earners, as well as promoting their rights and dignity. The membership of CPSA includes a network of over 130 Branches, affiliated groups and individuals.

CPSA's current website was redesigned to be more accessible for policy makers and the media on key issues quickly and to promote campaigns and activities to members and the interested public.

**Faculties:** Design, Architecture and Building/Information Technology  
**Academic:** Darrall Thompson  
**Students:** Ellen Nicol, Zoe Scott
Forum on Australia's Islamic Relations
This grassroots community advocacy group aims to promote a positive image of Islam and Australian Muslims, to promote harmony and understanding through dialogue and education, and to empower the Muslim community through media relations training (www.fair.org.au).

Razi Eid researched and developed an event manual to assist FAIR in planning Australia's first Islamic Film and Documentary Festival. This festival planned for 2006 will showcase films made by Muslims and the broader community about Islamic subjects.

Faculty: Business  
Academic: Matt McDonald  
Student: Razi Eid

Family Resource and Network Support (FRANS)
FRANS delivers community based program in the Inner West of Sydney, providing vital respite for people with disabilities and their families/carers whilst actively supporting people with disabilities to lead active and independent lives.

Vanessa Tran and Kylie Mathison undertook an audit of programs and research projects which focus on the needs of siblings of young people with a disability as well as a survey of parents. Their research identified service gaps for this sibling group and recommended the types of programs to meet their needs.

FRANS will implement an appropriate and sustainable Siblings Program based on this research.

Faculty: Humanities and Social Sciences  
Academic: Katherine Gordon  
Students: Kylie Mathison and Vanessa Tran

Granville Youth and Community Recreation Centre
Joanne Winchester designed and coordinated a training program to train a culturally and linguistically diverse group of young people, 14 to 16 year, in television production.

The program aimed to facilitate local, young people to express themselves and their ideas in programs for community radio and community television.

Faculty: UTS Shopfront  
Academic: Paul Ashton  
Student: Joanne Winchester

Islamic Council of NSW (ICNSW)
The primary aims and objectives of ICNSW are: to advocate, support, assist and develop the Muslim communities of NSW; to promote unity and solidarity among all Muslims; to organise, and coordinate, humanitarian relief efforts; to promote cooperation between Muslims and others; and to promote peace, understanding and good relations amongst all people

Jennifer is working with the Islamic Council to document the twenty year history of Islamic Broadcasting in Australia. This project will demonstrate the role played by Muslims in the development of ethnic community broadcasting.

Faculty: Humanities and Social Sciences  
Academic: Katherine Gordon  
Student: Jennifer Rickets
**Libraries and Museum Foundation**

The Libraries and Museum Foundation was established in 1997 with five Trustees who are members of the local community. The Foundation's original aims and objectives were to raise donations, subsidies, grants and sponsorships for the establishment of a local museum. With limited space for a traditional museum in the new Central Library the Foundation is now focussing on working with the Library and community to develop a digital 'virtual museum'.

The Foundation worked with design students to develop a CD ROM 'virtual museum' to make accessible material on the Tamil Community in Strathfield. The CD ROM includes the material from a major oral history project in which members of the local Tamil community were interviewed about their experiences of migrating to Australia and particularly the Strathfield/Homebush area.

It is hoped this project will be a model for future projects with other significant cultural groups from the local area.

**Faculty:** Design, Architecture and Building  
**Academic:** Darrall Thompson  
**Students:** Corinne Goode, Catherine Nguyen and Arnel Rodriguez

**Mineral Policy Institute (MPI)**

MPI is Australia's only organisation dedicated solely to researching and campaigning on mining issues. MPI commissioned the Online Journalism class to research and write online articles on the subject of corporate influence on policy decision-making in Australia, using the mining industry as a case study.

**Faculty:** Humanities and Social Sciences  
**Academic:** Chris Conlon  
**Industry Supervisor:** Tech Beaumont, Mineral Policy Institute  
**Students:** Assia Benmedjdoub, Les Clarke, Laura Culbert, Rosanah Dwyer, Alison Edwards, Jessica Hatherly, Peter Hindmarsh, Tale Jordbakke, Natalie Kent, Robert Koterski, Ng Wei Ling, Paul Marriot, Steven Marrs, Monica Moran, Christina Nicholas, Sandra Reidenbach, Tim Ross-Smith, Lisa Rust, Jasmine Salem, Tarni Taylor and Michaella Williams.

MPI worked with design students to develop a new look. Logo, letterhead, newsletter, e-zine and website were redesigned to suit their four key audiences: mining affected communities, financial analysts, academics and researchers, and the international activist community.

The aim of the website is to provide clear and easily accessible information on mining in PNG that comes from a human rights and environmental perspective and that provides an alternative to industry dominated information sources.

**Faculty:** Design, Architecture and Building  
**Academic:** Jacqueline Gothe  
**Students:** Christin Axelsen, Rachel Bajada and Matthew Tran

**Muslim Women's Association**

The Muslim Women's Association is a community-based organisation specialising in the delivery of services to Muslim women and their families in NSW.

Anna Duong worked on planning and content development for an interactive CD ROM that outlines information and stories related to Australian Muslim women. The CD ROM will assist in creating greater awareness about Muslim women in Australia in the broader Australian community.

**Faculty:** Humanities and Social Sciences  
**Academic:** Tim Ash  
**Student:** Anna Duong
**Nepean Food Services**

Nepean Food Services (NFS) is a non-profit community organization which provides a Meals on Wheels service in the Penrith local government area. Its primary mission is to deliver nutritious meals to frail aged, younger people with a disability and their carers, through a volunteer services. NFS provides this service to approximately 180 clients.

Graeme Leith completed a client satisfaction and needs survey. The results presented to NFS covered the overall levels of satisfaction with the meals and volunteer service and provided insights on how to improve the current service.

Faculty: Humanities and Social Sciences  
Academic Supervisor: Tim Ash  
Student: Graeme Leith

**New Theatre**

Australia’s oldest theatre company mounts productions which stimulate debate or challenge the injustices of society as well as entertain and amuse. Several projects were undertaken with the organization. Jafar Kazmi volunteered to work with the Theatre on marketing the 2005 season of plays.

Faculty: Business  
Student: Jafar Kazmi  
Industry Mentor: Lisa Andersen

New Theatre worked with a graphic design team to develop design for their 2005 Season.

Faculty: Design, Architecture and Building  
Academic: Jacqueline Gothe  
Students: Hsien Chong Li, Jessie Doherty, and Kelly Weber

Almira worked with the New Theatre to develop a public relations plan for their 2005 Season of theatre.

Faculty: Humanities and Social Sciences  
Student: Almira Anthony

**NSW Community Options Projects**

This is a peak organisation that represents over 90 Community Options projects across NSW. Community Options Projects provides case management service for clients whose needs cannot be met by mainstream HACC services and or have complex care needs.

Design students built a website to provide access to all projects, carers, brokerage services and other community organisations, and cover up-to-date relevant information.

The content and structure for this website was developed by UTS students from the Institute for Interactive Multimedia in first semester 2004.

Faculty: Institute for Interactive Multimedia and Learning  
Academic: Linda Leung

Faculty: Design, Architecture and Building  
Academic: Darrall Thompson  
Students: Jessica Fielding and Katharine Thien
NSW Disability Discrimination Legal Centre (DDLC)
The DDLC provides free legal advice to people with disability and their associates on using disability discrimination laws. This state-wide service assists people in making complaints, run test cases and participate in law reform.

Students from Humanities and Design worked with DDLC on a re-design and content development. The main aims of this website redevelopment were to: make it more accessible, update the contents, make it more user-friendly, develop the website into an important tool by which the DDLC disseminates information on disability discrimination in NSW.

Faculties: Design, Architecture and Building
Academic: Darrall Thompson and Tim Ash
Students: Lauren Bugeja and Outiv Te

PACT Youth Theatre
PACT is a contemporary performance company for young people. The company provides a creative, professional environment in which young people can develop new skills and friendships.

PACT has been working on cultural programs with young people from Redfern and Waterloo for the past five years. Master student, Joanna Winchester, worked with PACT to investigate, scope and make recommendations on how the theatre might form partnerships with cultural and educational institutions to career track local young people into paid jobs in the cultural industries.

Faculty: Humanities and Social Sciences
Academic: Devleena Ghosh
Student: Joanna Winchester

Design students worked with Aku Kadogo, PACT Youth Theatre and young people from Redfern and Waterloo to document the creation and performances of Singing For That Country in October 2004. Singing For That Country was an art installation that posed the question "if your shoes could talk what would they say about you?"

Faculties: Design, Architecture and Building
Academic: Darrall Thompson
Students: Tasoula Kellenou, Michelle Park and Georgina Spencer

ReconciliACTION
ReconciliACTION is the autonomous 'youth arm' of ANTaR - Australians for Native Title and Reconciliation. ReconciliACTION runs a number of education and advocacy projects and aims to create mechanisms for action, empowerment and involvement in Reconciliation.

ReconciliACTION has developed content of an education and action kit for young people. It includes Fact Sheets on reconciliation and Indigenous issues, advice on how to get active and case studies of successful reconciliation campaigns and projects. Parts of the kit were written with the assistance of the Shopfront program in 2003.

In 2004 design students worked on designing the education kit, collaborating with Indigenous artist, Adam Hill.

Faculty: Design, Architecture and Building
Academic: Jacqueline Gothe
Students: Zoe Barber, Casey Bassett and Giselle Bautista

Kashif Ansari redesigned the ReconciliACTION website to visually appeal to young people and for easy navigation and information location.

Faculty: Design, Architecture and Building
Academic: Darrall Thompson
Redfern Aboriginal Corporation
The Redfern Aboriginal Corporation (RAC) is a non-profit Aboriginal community organization operating a Community Development Employment Project (CDEP). It provides employment opportunities for Aboriginal people living in the inner city, inner south and inner west of Sydney. The activities of the RAC include: production of Aboriginal products such as T shirts, bags and other clothing items; catering enterprises; lawn mowing service and low cost furniture removal service for local community members.

RAC worked with design students to develop a website which promotes the Corporation and its various business enterprises, especially marketing their range of locally designed and produced clothing.

Faculty: Design, Architecture & Building
Academic: James Kesteven
Students: Yin Kwan Hoe and Maria Panayi

RESNET: City of Sydney's Resident’s Network
A group of people who are committed to: improving the environment for people living in the City; sharing information about city living; strengthening ties between residents and supporting their interests at all levels of government.

Cuong designed and built a website for RESNET that reflects the history, aims and objectives, and the activities of this residents’ organisation. The site will also host an online forum for broad community discussion of issues affecting residents of the City.

Faculty: Engineering
Student: Hoang Viet Cuong

SievX National Memorial Project
The SievX National Memorial Project is coordinated by a small group of people in Bellingen, NSW and Launceston, Tasmania. It is supported by several organisations working jointly – including Rural Australians for Refugees and the Uniting Church in Australia.

Its key objective is to work towards Australians showing an educated understanding and a more humane approach to the position of refugees in our country, and those coming to our shores, through the collaborative process of designing, exhibition of designs and the construction of a memorial to those who died in the SievX refugee boat.

School students nationwide are being invited to submit designs for the memorial to be built in Canberra. All the designs will be exhibited in urban and regional Australia, and archived onto an online database at www.sievxmemorial.com, which will form part of the exhibition.

The website will also provide educational resources for teachers and students contributing to the project. The organisers received volunteer IT assistance from Ting Yu, a PhD student at UTS, to design and develop their online database system.

Faculty: Information Technology
PhD Student: Ting Yu
Community Coordinators: Beth Gibbings, Steve Coates and Steve Biddulph

Students researched and wrote an educational resource on refugee issues, aimed at Years 9 and 10 high school students and their teachers. The research included terminology on and around refugees issues; why people become refugees; and refugee journeys to Australia.

Faculties: Law and Humanities & Social Sciences
Academic: Lisa Andersen and Heather Goodall
Community Coordinators: Beth Gibbings, Steve Coates and Steve Biddulph
Students: Marianne Elias, Bernadette No, Emily May and Miranda McReynolds
South East Neighbourhood Centre
A multi-service neighbourhood centre providing services to the whole of the community in the Botany, Randwick and South Sydney local government areas.

Lucy Marshall researched and wrote a report on key issues and challenges of Neighbourhood Centres and their service delivery throughout the Eastern Sydney region by the Neighbourhood Centre Forum. Her report will also identified gaps in servicing, key activities, regional issues and the current status of agencies.

Faculty: Humanities and Social Sciences
Academic: Katherine Gordon
Industry Mentor: Lisa Andersen
Student: Lucy Marshall

South Sydney PCYC
The Learning Centre is the primary focus of the South Sydney PCYC. It is a series of interconnected skills based programs that aim to service the needs of at-risk youth in the Redfern/Waterloo area. Through the homework centre, the dance, nutrition, photography, boat building and sports programs, PCYC aims to offer opportunities and support to these young people that they would otherwise not be able to access. Overall, the centre aims to provide a positive and safe environment for the young people in the area.

Joanne Baddiley is completed research on past and present volunteers at the PCYC Learning Centre in Redfern. The research will develop a volunteer recruitment and retention plan for the Centre.

Faculty: Education
Student: Joanne Baddiley

Sydney Asia Pacific Film Festival
The only Asian film festival in Australia, the Sydney Asia Pacific Film Festival is considered the premier showcase of new Asian cinema. In addition to the feature film program, the Festival runs an annual Asian-Australian short film competition, ‘Short Soup’, and free industry seminars as part of the Festival every August.

Leisure and Tourism Studies students developed an event manual for the ‘Short Soup’ short film competition which is part of Sydney Asia Pacific Film Festival.

Faculty: Business
Academic: Stephen Wearing
Students: Emma Carroll and Anja Woodward

IT students redesigned the Festival’s website to better inform and include all the audiences for Asian cinema in Australia.

Faculty: Information Technology
Academic: Richard Raban
Students: Syed Nasir Ali and S. Murad Quasim
Sydney Children's Hospital
The Sydney Children's Hospital (SCH) Foundation is the Charitable Trust of the Sydney Children's Hospital, Randwick and is the principal fundraising body for the hospital. It is dedicated to working with the community to improve the quality of life for seriously ill children. It is responsible for the funding of research programs.

Three groups of Industrial Design students designed several interactive games for the Outpatients and Accident and Emergency Waiting Areas at the SCH. The games were required to be interactive and attractive to children under the age of six years and address the principles of Occupational Health and Safety as well as the Standards for Play Equipment.

The proposals will be presented to the SCH Arts Review Committee.

Faculty: Design Architecture and Building
Academic: Cathy Lockhart
Students: Alex Tasman, Michael Zarb, Amelia Hexton, Sunjin Kim (Jinny), Yasmine Beer

The Settlement Neighbourhood Centre
Community Centre offering programs mainly for children and young people from Aboriginal families on the Block, Redfern.

Visual Communications students designed a website for Australia's oldest Neighbourhood Centre, The Settlement in Darlington. The website includes a history of the Centre, a photo gallery, current news and events and a 'Friends of the Settlement' online forum.

Faculties: Design, Architecture and Building
Academic: James Kesteven
Students: Catharine Barnes, Mind Lam Sze and Amanda Poon

Over the more than 70 year history of this neighbourhood centre building, many murals have been painted by Aboriginal artists on the front and inside walls of the Settlement. Some of the artists are now well known. The Settlement is in the process of redeveloping and wanted the art to be documented and described as some is likely to be damaged or destroyed during the renovation.

A team of students from Humanities and Design, Architecture and Building, wrote a short history of the community centre and the artists and photographed the art.

Faculties: Humanities and Social Sciences/Design, Architecture & Building
Academic: Heather Goodall
Students: Sumita Maharaj, Pembe Mentesh, Angela Lauman and Penny Ladd

Martine Hoang worked on a public relations campaign to promote the history and work of The Settlement to the local community and other interested audiences.

Faculty: UTS Shopfront
Subject: Community Research Elective
Academic: Lisa Andersen
Student: Martine Hoang
Tribal Warrior Association
The Tribal Warrior is a 100 year old pearl lugger that is presently operating in Sydney Harbour as an indigenous maritime training vessel.

James Scruby worked with the Tribal Warrior to develop a system for cataloguing and logging the many hours of video footage that was taken during their 2002 circumnavigation of Australia.

Faculty: Humanities and Social Sciences
Academic: Tim Ash
Student: James Scruby

Design and IT students worked with the Tribal Warrior to design and develop a DVD about the Association, its aims and people.

Faculties: Design, Architecture and Building and Information Technology
Academic Supervisor: James Kesteven and Richard Raban
Students: Mark Howard (IT), Brigitta Judd and Tzauteng Khang

Women's Art and Film Festival
To mark the International Day for the Elimination of Violence against Women a film and arts festival was organized by Northern Sydney Health and supported by Zonta Club of Sydney North Inc, North Sydney Council, Women's Health – Northern Sydney Health and the NSW Attorney's General Office. Blaise Kelly assisted the partner organisations in curating, planning and managing the festival held at the Cremorne Orpheum Cinema. The event raised awareness in the local community about impact of violence against women and celebrated the strength, compassion and dedication of those women and men working to end such violence.

Faculty: Business
Academic Supervisor: Stephen Wearing
Student: Blaise Kelly
Management Structure

UTS Shopfront is a university-wide program which is included in the portfolio of Professor Richard Johnstone, Pro-Vice-Chancellor (Teaching and Learning).

The honorary and paid staff are

**Associate Professor Paul Ashton**
Paul is the Director and a founding member of the Shopfront. He is responsible for the long-term academic and future direction of the Program.

**Dr Glen Searle**
Glen is the Alternate Director and the Director of Program for the Master of Planning in the Faculty of Design, Architecture and Building. Glen will have ongoing input into the direction and strategies of the program.

**Pauline O’Loughlin**
Pauline is the Program Manager and is responsible for the overall activities and administration of the Shopfront. She establishes, formalises and monitors dealings between UTS staff, students and community organisations and is responsible for the coordination of the projects.

**Lisa Andersen**
Lisa is responsible for regular Shopfront publications that have raised the profile of the program both with community groups and within the University. Lisa also supervises and manages community-based projects.

**Tanja Dreher**
Tanja was responsible for the research *Building Bridges: Community Relations after September 11, 2001* funded by the Community Relations Commission. The research included consultation with community groups, academics, government and media professionals.

**Frances Simmons**
Frances undertook research for the *Building Bridges* project. This included literature reviews, discourse analysis and consultations with community organisations.

From left: Lisa Andersen, Pauline O’Loughlin, Paul Ashton, Jamila Hussein (member of the *Building Bridges* Reference Group) and Tanja Dreher
**Reference Group**
The Reference Group is utilised as a skills bank to draw on expertise for specifically targeted projects.

**Members**
- Simon Beecham: Faculty of Engineering
- Penny Croft: Faculty of Law
- Susanna Davis: Ethics Manager, Research and Commercialisation
- Kristy Delany: Youth Action Policy Association
- Neil Frazer: Faculty of Nursing, Midwifery and Health
- Jenny Green: CACOM, Faculty of Business
- Sue Burgess: Faculty of Humanities and Social Sciences
- Liz Jacka: Faculty of Humanities and Social Sciences
- Peter Jones: Faculty of Science
- James Kesteven: Faculty of Design Architecture and Building
- Andrew Lynch: Faculty of Law
- Megan Mitchell: Australian Council of Social Service
- Gary Moore: NSW Council of Social Service
- Ann-Maree Payne: Equity and Diversity Unit
- Kaye Remington: Faculty of Design Architecture and Building
- Vicki Sentas: Community Law and Legal Research Centre
- Stephen Wearing: Faculty of Business
Financial Statements

UTS provides financial support for salaries and operating costs for the Shopfront as well as accommodation, technological support, electronic mail and internet, training and development, building repairs and maintenance, insurance, financial services, advice on recruitment and public relations services.

ANNUAL ACCOUNTS YEAR ENDING 31 DECEMBER 2004

SHOPFRONT OPERATING ACCOUNT

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<tbody>
<tr>
<td>Opening Balance</td>
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<tr>
<td>University Budget Allocation</td>
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<tr>
<td>Income – collaborative projects</td>
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<td><strong>TOTAL INCOME</strong></td>
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<tr>
<td><strong>Expenditure</strong></td>
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<tr>
<td>Salaries (including on-costs)</td>
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<tr>
<td>Travel (Domestic and Overseas)</td>
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<td>Hospitality</td>
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<td>Computer hardware</td>
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<td>Computer software</td>
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<td>Marketing and Advertising</td>
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<td>Recharge for IT Support</td>
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<td><strong>TOTAL EXPENDITURE</strong></td>
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<td><strong>CLOSING BALANCE</strong></td>
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## FORECAST INCOME AND EXPENDITURE BUDGET 2005

### SHOPFRONT OPERATING ACCOUNT

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### Income

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**TOTAL INCOME** 210,000

### Expenditure

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<td>Hospitality</td>
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<tr>
<td>Office and Teaching Supplies</td>
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<tr>
<td>Computer hardware</td>
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<td>Computer software</td>
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<td>Staff Development</td>
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<td>Furniture and Fittings</td>
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<tr>
<td>Updating Information Management/Technology</td>
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**TOTAL EXPENDITURE** 210,000

### Closing Balance

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<tbody>
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