

Migrant Information Centre (Eastern Melbourne)

Annual Report 2016-2017



“The views and opinions expressed in this publication funded by the Commonwealth and Victorian State Governments are not necessarily those held by the Commonwealth or the Victorian State Government. The Commonwealth, the Victorian State Government, its officers, employees and agents are not responsible for items prepared by the Funded Organisation. Any information or advice set out in the text should be verified before it is put to use by any person. The Commonwealth, the Victorian State Government, its officers, employees and agents disclaim responsibility for any inaccuracy contained within the text, including those due to negligence.”

Migrant Information Centre (Eastern Melbourne)
Annual Report 2016/2017

October 2017

Design and Publication by the Migrant Information Centre
(Eastern Melbourne) © Melbourne Australia

ISBN 1 876735 80 5

For further information contact the Migrant Information Centre
(Eastern Melbourne)

Town Hall Hub, Suite 2, 27 Bank Street, Box Hill 3128

Telephone: 9285 4888 Fax: 9285 4882

Email: mic@miceastmelb.com.au

Website: www.miceastmelb.com.au

TABLE OF CONTENTS

Executive Summary	4
Our Purpose	5
Our Region	5
Our Vision.....	5
Our Values	5
Our Objectives.....	5
Our Service Model.....	6
Our Customers	6
Our Staff.....	6
Chairperson’s Report.....	12
Client Services	17
The Year Ahead	49
Director’s Report.....	51
Financial Statements.....	56

TABLE OF FIGURES

- Figure 1: Settler arrivals in the Eastern Metropolitan Region July 2016 – June 2017
- Figure 2: Settler Arrivals by Migration Stream and Local Government Area 2016-2017
- Figure 3: Issues presented by Settlement Clients July 2016 – June 2017
- Figure 4: Country of birth of clients July 2016 – June 2017
- Figure 5: Feedback from Students who attended Homework Support Programs 2016-2017
- Figure 6: A&S Sources of Referrals
- Figure 7: A&S Outgoing Referrals
- Figure 8: A&S Client Feedback Summary from July 2016 to June 2017

Executive Summary

The Migrant Information Centre (Eastern Melbourne) (MIC) has four customer groups:

- Newly arrived migrants and refugees, culturally and linguistically diverse (CALD) communities and others who identify as diverse and who seek access to aged care or disability services
- Local Agencies
- Local Communities
- Local Businesses

The MIC assists each group to obtain information about each other.

Services in 2016/2017 included:

- Settlement services were provided to 1744 individuals on 6600 occasions. People accessing these services were born in over 20 different countries. The largest numbers of people contacting the service were from Burma, Iran and China.
- Private rental housing was secured for 54 families/households.
- One hundred and six information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included: Centrelink payments, budgeting and managing money, women's health, healthy eating, consumer rights, tax returns, tenancy and renting a house in Australia, democracy and systems of government in Australia. Over 2690 individuals attended the sessions in total over the year, with an average of 25 people attending each session.
- Six weekly homework support programs were offered during school terms. The programs were facilitated at Croydon, REALM in Ringwood and Mooroolbark Libraries and at three local primary schools including Manchester Primary School in Mooroolbark, Great Ryrie Primary School in Ringwood and Croydon Primary School.
- Assisting over 213 people aged over 65 years to access Aged Care Services and other supports.
- Assisting 25 individuals aged under 65 years who have a disability and their carers and/or family members to access disability services and supports.
- Holding two eight-week programs to support women who have experienced, were experiencing or were at risk of experiencing family violence. One program was held with women from Iranian backgrounds and a second program was held with women from Falam Chin backgrounds.
- Holding two family relationships programs for 10 couples from Hakha Chin backgrounds and another 10 couples from Zomi/Zo/Tedium Chin backgrounds. The program comprised an eight week program for the couples, then separate men's and women's groups for the same participants.
- Three, eight-week leadership and financial literacy programs were delivered for women from the Falam Chin, Zomi and Karen communities.
- Capacity building initiatives to support refugee community Associations and assistance to develop and deliver programs and services were delivered to Karen, Falam Chin, Zomi/Tedium Chin/Zo, Hakha Chin and Mizo Chin communities.
- Visiting 33 socially isolated older people living in residential care or at home with the support of Commonwealth funded aged care packages.

- Over eighty-five volunteers assisted MIC clients to settle successfully.

The MIC employs 36 staff who speak 22 different languages.

The main funders of the MIC are the Australian Government Department of Social Services, Australian Government Department of Health, State Government Department of Health and Human Services and State Government Department of Premier and Cabinet.

Our Purpose

The Migrant Information Centre (Eastern Melbourne) (MIC) supports culturally and linguistically diverse people and their families, older people, people with disabilities and their carers, community groups and service providers in the Eastern Region of Melbourne to enhance their settlement and access to services and strengthen their participation within the community.

Our Region

The MIC operates in the Eastern Metropolitan Region of Melbourne. The region covers the Local Government Areas of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges.

Our Vision

The MIC will take a lead role in the coordination of current, relevant information and the provision of services that will strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations of the Eastern Metropolitan Region of Melbourne.

Our Values

MIC operates with:

- Honesty and integrity
- Respect for the individual and the community
- Equality and fairness
- Commitment to the communities in which we serve
- Professionalism
- Probity

Our Objectives

The objectives of the MIC are to:

- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness;
- Deliver post-arrival services relevant to new migrants and refugees in the Eastern Metropolitan Region of Melbourne (the region) to ensure effective local settlement and orientation;
- Enhance direct provision of settlement services to migrants in the region;

- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies;
- Enhance existing links with and between a range of service providing agencies in the region;
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls;
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;
- Investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- Carry on any other activity, which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

Our Service Model

Our service model is based on the needs of the communities we serve.

The needs of the communities in which we serve are identified through:

- Consultations with migrant communities across the region; and
- Consultations with other service providers through mechanisms including MIC convened working groups or MIC participation on networks and working groups coordinated by other service providers.

Our Customers

The MIC's primary customer group is people from culturally and linguistically diverse (CALD) backgrounds, including newly arrived migrants and refugees residing in the Eastern Metropolitan Region of Melbourne. However, to maximise the opportunities for this group the MIC has three other customer groups: local agencies, the local community and businesses operating in the region.

Although the four groups have distinct service requirements, there is also a common theme - they are seeking information and advice about each other.

It is the responsibility of the MIC to identify and put in place mechanisms that strengthen linkages between the four groups that enable them to more effectively resource each other.

Our Staff

The MIC currently has 36 paid staff. Between them they speak 22 languages. During the year the MIC has also been supported by the work of a number of volunteers and students on placement. The role of each staff member is detailed below:

Jessica Bishop

Jessica is the MIC's Manager. Jessica began in the Manager role in November 2016 and is responsible for the overall day to day management of the Centre.

Sue Herbst

Sue was the MIC's Manager from 1999 to 2016. Sue was responsible for the overall day to day management of the Centre and resigned in November 2016.

Jacquie Arulanandam

Jacquie is a settlement caseworker who assists individuals and families to successfully settle in the region. Jacquie's work is funded through the Australian Government's Settlement Services.

San San Aye

San San is a project worker responsible for assisting at the playgroups and school holiday programs. San San's work is funded through the Australian Government's Settlement Services. San San speaks Karen.

Wesley Bawia

Wesley is a project worker for the Refugee and Asylum Seeker Strategic Partnerships Program. Wesley works with the Falam Chin, Mizo and Karen communities to build their capacity to settle successfully. This program is funded by the Victorian Government Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Unit. Wesley speaks Falam Chin, Mizo, Burmese and German.

Niquita Bekker

Niquita is a settlement caseworker who assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Niquita also facilitates three multicultural playgroups and a music therapy program for preschool aged children and their parents. In 2016-2017 Niquita also facilitated projects to help parents of kindergarten aged children to engage with the kindergartens and participate on parent committees. Niquita's work is funded through the Australian Government's Settlement Services.

Lorraine Busuttil

Lorraine is responsible for delivering four homework support programs in Croydon, Mooroolbark and Ringwood and facilitates school holiday programs for children. Lorraine's work is funded through the Australian Government's Settlement Services.

Diana Campbell

Diana is a settlement caseworker assisting refugees and family stream migrants with low English language proficiency to successfully settle in the region. Diana delivers Cool Kids and Rainbows programs, holiday programs for children and homework support programs as well as providing support to families. Diana's work is funded through the Australian Government's Settlement Services. Diana resigned from the MIC in May 2017.

Pui Yee Chan

Pui Yee is the MIC's finance worker. Pui Yee speaks Cantonese and Mandarin.

Zhaohua Chang

Zhaohua is a project worker who co-facilitates the grandparents and grandchildren's playgroups for Chinese speaking community members. Zhaohua speaks Mandarin.

Virginie Charoux Mindiel

Virginie is responsible for administration and reception work. Virginie speaks French.

Mervat Dahdoule

Mervat is funded under the Australian Government's Settlement Services as the MIC volunteer coordinator and under the Commonwealth Department of Social Services as the project worker for the Community Visitors Scheme project. In 2016/2017 Mervat also facilitated a social support group with Arabic speaking women. Mervat speaks Arabic.

Rebecca Dunsdon

Rebecca is a settlement caseworker assisting refugees and family stream migrants with low English language proficiency to successfully settle in the region. Rebecca's work is funded through the Australian Government's Settlement Services.

Christian Goring

Christian is a short-term project worker responsible for organising a cultural celebration and art exhibition as part of the Unity and Diversity Project funded by the former Office of Multicultural Affairs and Citizenship. The project was completed in June 2017.

Tial Hnem

Tial assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Tial speaks Hakha Chin. Tial's work is funded through the Australian Government's Settlement Services.

Amber Huang

Amber assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Amber also facilitates playgroups for grandparents from Chinese backgrounds and their grandchildren. Amber's work is funded through the Australian Government's Settlement Services. Amber speaks Mandarin and Cantonese.

Geraldine Jeremiah

Geraldine is one of the workers responsible for the Access and Support Program. This program is funded by the Department of Health to assist people aged over 65 years to access aged care services where due to their diversity face barriers to accessing services themselves, and funded by the Department of Health and Human Services to assist people aged under 65 years who have a disability to access disability services where due to their diversity face barriers to accessing services themselves. In 2016/2017 Geraldine also facilitated an art project with residents at two Supported Residential Services. Geraldine speaks Bahasa Malaysian and Bahasa Indonesian.

Iva Jurkovic

Iva is responsible for individual counselling and facilitating support groups for women from CALD backgrounds who have experienced, are experiencing or are at risk of experiencing family violence. This project is funded through the Victorian Government Department of Health and Human Services. Iva is also a settlement caseworker assisting refugee and family stream migrants with low English language proficiency to successfully settle. Iva speaks Croatian, Serbian and Bosnian.

Barbara Laug

Barbara is a project worker for the Refugee and Asylum Seeker Strategic Partnerships Program and the Medium Grants Family Violence Prevention Program. Both programs are funded through the Victorian Government, Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Unit. Barbara speaks German.

Daniel Lian

Daniel is a settlement caseworker who assists refugee and family stream migrants with low English language proficiency to secure and maintain private rental housing. Daniel speaks Burmese, Hakha Chin and Falam Chin. Daniel's work is funded through the Australian Government's Settlement Services.

Safieh Loulagar

Safieh speaks Farsi and Dari and is a registered migration agent who provides migration advice to refugees and clients eligible under the Australian Government's Department of Immigration and Border Protection's (DIBP) Immigration Advice and Application Assistance Scheme (IAAAS) and to humanitarian entrants through the Australian Government's Settlement Services.

Esera Maung

Esera is a settlement caseworker who assists individuals and families to successfully settle. Esera speaks Karen. Esera's work is funded through the Australian Government's Settlement Services.

Judy McDougall

Judy's responsibilities include supporting migrant and refugee community groups and working with local agencies to support people from CALD communities. Judy's work is funded through the Australian Government's Settlement Services.

Kyithai Niku Lawnsang

Kyithai is a project worker responsible for assisting with the MIC playgroups. In 2016-2017 Kyithai also worked on a project to help parents of kindergarten aged children to engage with the kindergarten and participate on parent committees. Kyithai speaks Karen.

Khuang Mang

Khuang is a project worker for the Refugee and Asylum Seeker Strategic Partnership Program, funded by the Victorian Government, Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Unit. This program works with refugee communities to build their capacity to settle successfully. Khuang, who speaks Hakha Chin, works with the Hakha Chin community in particular.

Steve Mung Munsuang

Steve is a project worker for the Refugee and Asylum Seeker Strategic Partnership Program, funded by the Victorian Government, Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Unit. Steve works with the Zomi community to build their capacity to settle successfully. Steve also works as a settlement caseworker and this component of his work is funded through the Australian Government's Settlement Services. Steve speaks Zomi/Tedium Chin.

Sarah Nichols

Sarah is a settlement caseworker who assists individuals and families to successfully settle in the region. Sarah's settlement work is funded through the Australian Government's Settlement Services.

Saturnino Onyala

Saturnino is a settlement caseworker who assists individuals and families to successfully settle in the region. Saturnino's work is funded through the Australian Government's Settlement Services. Saturnino speaks Sudanese Arabic and Acholi.

Mehul Patel

Mehul is a settlement caseworker who assists individuals and families to successfully settle in the region through the Australian Government's Settlement Services. Mehul also delivers the Cool Kids and Rainbows program which is designed to assist children from refugee backgrounds to successfully settle. The third component of Mehul's work is working on VicRoads funded projects designed to increase the safety of drivers and pedestrians. Mehul speaks Hindi and Gujarati.

Sawm Suante

Sawm is a settlement caseworker who assists individuals and families to successfully settle in the region. In 2016/2017 Sawm worked with the Zomi community to teach them about Australian Rules football. Sawm speaks Zomi/Tedium Chin and his work is funded through the Australian Government's Settlement Services.

Linda Tan

Linda is one of the workers responsible for the Access and Support Program. This program is funded by the Department of Health to assist people aged over 65 years to access aged care services where due to their diversity face barriers to accessing services themselves, and funded by the Department of Health and Human Services to assist people aged under 65 years who have a disability to access disability services where due to their diversity face barriers to accessing services themselves. Linda speaks Cantonese and Mandarin.

Robyn Tan

Robyn is settlement worker, responsible for facilitating the Homework Support Program at Manchester Primary School in Mooroolbark. Robyn's work is funded through the Australian Government's Settlement Services.

Jessica Thompson

Jessica is responsible for assisting young people from refugee and family stream migrant backgrounds to successfully settle in the region. Jessica's work is funded through the Australian Government's Settlement Services.

Randika Wijekoon

Randika is responsible for assisting young people from refugee and family stream migrant backgrounds to successfully settle in the region. Randika's work is funded through the Australian Government's Settlement Services. Randika speaks Singhalese.

Stephen Yang

Stephen is one of the workers responsible for the Access and Support Program. This program is funded by the Department of Health to assist people aged over 65 years to access aged care services where due to their diversity face barriers to accessing services themselves, and funded by the Department of Health and Human Services to assist people aged under 65 years who have a disability to access disability services where due to their diversity face barriers to accessing services themselves. Stephen also assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. This component of Stephen's work is funded through the Australian Government's Settlement Services. Stephen speaks Mandarin and Cantonese.

Houra Zare Lavassani

Houra is a settlement caseworker who assists individuals and families to successfully settle in the region. Houra's work is funded through the Australian Government's Settlement Services. Houra speaks Farsi.

Wanling Zhang

Wanling is one of the workers responsible for the Access and Support Program. This program is funded by the Department of Health to assist people aged over 65 years to access aged care services where due to their diversity face barriers to accessing services themselves, and funded by the Department of Health and Human Services to assist people aged under 65 years who have a disability to access disability services where due to their diversity face barriers to accessing services themselves. Wanling is also a registered migration agent and provides migration advice to refugees and clients eligible under the Department of Immigration and Border Protection's (DIBP) IAAAS and the Australian Government's Settlement Services. Wanling speaks Cantonese and Mandarin.

Volunteers and Student Placements

A number of people have volunteered their services to the MIC over the past 12 months. Over 4000 hours have been donated by volunteers and students on placement to the MIC this year. The MIC warmly appreciates their work and acknowledges that without their contribution the breadth of our programs and services would not have been possible.

Chairperson's Report

The MIC is governed by a Board of Directors with up to eight members. In 2016/2017 two Directors, Fiona Purcell and Gitta Clayton retired at the end of their three year terms and three new Directors Ms Viviane Chemali, Mr Tony Daquino and Mr Sudharma Hiremath were officially appointed at the Annual General Meeting in November 2016 and commenced their roles in April 2017. On behalf of the MIC, I would like to thank the retiring directors for their valuable input and warmly welcome our new Directors to the MIC.

The MIC delivers a number of programs to assist individuals and communities from CALD backgrounds to successfully settle and to participate fully in their local communities.

Our work delivers services and programs for people of all ages from pre-school aged children at playgroups through to older people who are seeking information on aged and residential care services.

In 2016/2017, the work of the MIC staff included:

Settlement Services

- Settlement services were provided to 1744 individuals on 6600 occasions. The largest number of people contacting the service were from the Hakha Chin, Falam Chin, Karen, Mizo and Zomi communities of Burma followed by people from Iran.
- Information sessions were provided to recently arrived refugee communities and family stream migrants with low English language proficiency to strengthen their knowledge of life in Australia, the services that are available to them and how to access these services. In 2016/2017, 106 information sessions were delivered by the MIC on a range of topics including Centrelink services, women's health, education system, family relationships, Australian culture, older person's health, financial literacy and finding employment.
- Twenty-five excursions were undertaken with recently arrived refugee communities to local attractions accessible by public transport. These included trips to the zoo, local libraries, a bakery to learn basic skills in bread making, Chesterfield Farm, the beach and an indoor play centre. An average of 37 people attended each excursion.
- A "Government Uniforms, Community Safety and Emergency Services" Expo was held in Croydon which included 15 agencies and 17 exhibits. More than 200 English as an Additional Language (EAL) students from Swinburne Croydon and Wantirna campuses attended.
- Eighty-five volunteers were recruited, trained and supported to assist recently arrived refugee individuals and families to successfully settle.



*Hakha Chin Beach Safety Program –
January 2017*

Family Support Services

- Two family relationships programs for couples were held for the Hakha Chin and Zomi communities, consisting of 8 sessions per program with an average of 10 couples per program.
- Following on from the family relationships programs, separate groups were held for men and women for 8 sessions each and the same couples were invited back to participate.
- Two women's leadership and financial literacy programs were held for women from the Falam Chin and Karen backgrounds consisting of six sessions per program. An average of 13 women attended each session.
- Three family camps were held to strengthen family relationships and educate families about low cost places they can visit and stay in Victoria, including two camps at Somers, which included workshops on healthy relationships for couples as part of the family relationships programs and one camp at Warburton.
- Two programs were held to help parents of kindergarten aged children understand the importance of kindergarten programs and to engage in parent committees and other activities at local kindergartens in the east.

Children's and Youth Services

- Six homework support programs were offered on a weekly basis during school terms, including programs at the Croydon, Mooroolbark and Ringwood (REALM) libraries, and at three primary schools in Heathmont, Croydon and Mooroolbark. An average of 118 students attended the programs each week. The groups were supported by over 20 volunteers.
- Sixteen sessions of the Cool Kids and Rainbows Program and a ten-week swimming program for primary school aged children who attended Cool Kids and Rainbows were held. Fourteen children attended the swimming program and a total of 21 children participated in the Cool Kids and Rainbows Program sessions. The Cool Kids and Rainbows Program includes a range of activities for children designed to assist children from refugee backgrounds to identify and respond to their feelings and emotions, strengthen their resilience and self-esteem.
- Eleven school holiday programs for primary school aged children were held and 171 children participated.
- Five playgroups were held weekly during each school term, including three programs for parents and their preschool aged children with an average of 27 parents and children and two programs for grandparents and their grandchildren with an average of 32 grandparents and grandchildren attending each session.
- A number of life skills and civic participation programs were held with young people from refugee backgrounds aged 12 to 25 years, including a swimming program in partnership with Life Saving Victoria, a young men's program, a young women's program, a driving program, 'Come and Try' sports programs, school holiday activities and two employment programs. A camp for young people was also held, which included six workshops on cyber safety.



Youth Soccer Program – December 2016

Supporting Refugee Communities

- Fourteen meetings were held with migrant and refugee community leaders to help build their capacity to govern their community Associations, identify and respond to needs within their communities and help organise and run community activities and events.
- A soccer tournament was held for all communities where eight teams competed for the 'MIC Cup'. Over 100 people participated in the event.
- Two weekly sewing and craft groups were held for women to reduce their social isolation and teach them new skills with an average of 12 people attending each group every week.
- Three groups for seniors from Hakha Chin, Zomi and Falam Chin backgrounds were held to reduce social isolation of older people and introduce them to new activities in their area.

Older Persons Services

- 213 clients aged over 65 years were assisted to access aged care services and 25 people aged under 65 years who have a disability were assisted to access disability services through the Access and Support Program.
- 52 socially isolated older people living in residential care or at home with the support of Commonwealth funded aged care packages were visited by MIC volunteers through the Community Visitors Program.
- Art programs and excursions were held with residents of Brooklea Lodge and Warrenvale Lodge Supported Residential Services (SRS) to reduce their social isolation and encourage their participation in social activities.
- A group program for socially isolated older women from Arabic speaking backgrounds was held. Approximately 15 women participated in the weekly program.
- A cultural celebration and art exhibition was held in partnership with seniors from the Vietnamese, Indonesian and Chinese communities in June 2017. The event was held at Swinburne Hawthorn as part of Refugee Week. Approximately 100 people attended the event.



Zomi Senior's Group visit an Aged Care Facility – 2016

Fundraising and Awards

In August 2009 Hannah Kinross, a MIC staff member was tragically killed in a plane crash whilst preparing to walk the Kokoda Track in Papua New Guinea. In Hannah's memory the MIC and her family established the 'Hannah Kinross Fund' that is used to assist young people from refugee and migrant backgrounds to participate in sports and other healthy activities. In 2016/2017 \$2455 was raised through fundraising for the Hannah Kinross Fund. The fund assisted five young people to join local sports clubs, enhancing their settlement through providing an opportunity for them to participate in social and recreational activities with other young people in their local area.

In Hannah's memory, the MIC also presents an award to the staff member whose work over the previous 12 months best reflects the mission of the MIC. The Hannah Kinross Award for 2016/2017 was awarded to Virginie Charoux Mindiel.

The Year Ahead

In 2017/2018 MIC will continue to build its client base and its work with both migrant and refugee community groups and local agencies. Our work will include:

- Providing casework services to people from refugee backgrounds and family stream migrants with low English language proficiency to support their settlement in the Eastern Metropolitan Region of Melbourne.
- Holding six weekly homework support programs for secondary and primary school students from refugee and migrant backgrounds across the region.
- Holding over 100 information sessions with refugees and family stream migrants with low English language proficiency on local services and life in Australia.
- Holding a 'Day in the Park' event to teach people who are new to Australia about safety and laws when in the Australian bush and parklands including fishing regulations.
- Providing employment and education specific casework services to people from refugee backgrounds and family stream migrants with low English language proficiency to help them to find work and/or engage in education and training.
- Delivering five weekly playgroups for parents and grandparents from refugee and family stream migrant backgrounds and their preschool aged children/grandchildren.
- Delivering a music therapy group for children who are transitioning into kindergarten and their parents.
- Delivering fifteen healthy lifestyles programs.
- Holding three parenting programs.
- Holding a range of support programs and activities to support the successful settlement of young people aged 12 to 25 years from refugee backgrounds and family stream migrants with low English language proficiency.
- Holding two support groups for women who are experiencing, have experienced or are at risk of experiencing family violence.
- Working with community leaders of refugee communities to build their capacity to better meet the needs of their members as well as asylum seeker support agencies to assist asylum seekers in the region to access essential services.
- Providing family relationships programs and men's and women's support groups for refugee couples, respectful relationships programs for newly arrived young people in schools, leadership and financial literacy programs for women and a therapeutic support group for refugee men.
- Delivering a program to match volunteer visitors with isolated older people from CALD backgrounds living in residential care or in receipt of Commonwealth funded aged care packages.
- Assisting people from diverse backgrounds to access Commonwealth funded home support programs and younger people with disabilities to access appropriate services.
- Providing support to parents of kindergarten aged children to engage in their child's kindergarten parent committee and/or other activities at the kindergarten.
- Holding twenty sessions of an Arabic speaking women's group to support women from Arabic speaking backgrounds who are socially isolated.
- Training community leaders and Pastors from communities from Burma to better understand mental health and support community members with mental illness.

- Introducing members of the Hakha Chin community in Yarra Ranges to new sporting and healthy activities to promote health and wellbeing.

The support provided to MIC by our funding bodies, including the Australian Government, Department of Immigration and Border Protection, Australian Government, Department of Social Services, Victorian Government Office of Multicultural Affairs and Citizenship, Victorian Government Department of Premier and Cabinet, Victorian Government Department of Health and Human Services, and local councils is greatly appreciated. On behalf of the Directors and staff, I would like to express my appreciation to these agencies for their continued support.

I like to acknowledge the support and contribution of my fellow Directors of the Migrant Information Centre. Their ongoing volunteer involvement with the Centre is critical to the MIC's continued success. Further, I would like to acknowledge the service of our two outgoing Directors, Fiona Purcell and Gitta Clayton, who both resigned at the end of their terms in March 2017. Fiona has been a Director since 2008 and Gita since 2015. On behalf of the MIC I thank both Fiona and Gitta for their wonderful contributions to the organisation.

Significantly, I would like to acknowledge the work of Sue Herbst, former Manager of the Migrant Information Centre who resigned in November 2016, she was our first employee and much of the success has been due to her foresight and dedication. I am sure that I speak for everyone, Directors, staff, volunteers and clients past and present, when I congratulate and thank Sue for her work in establishing and consolidating the work of the MIC and its support of migrant and refugee communities in the east over the past 17 years. Her leadership, commitment and contribution to the organisation will not be forgotten.

Lastly, I would like to thank all the wonderful staff and magnificent volunteers of the MIC and congratulate Jessica and her team on a fantastic year's work.



Peter McPhee
Chairperson

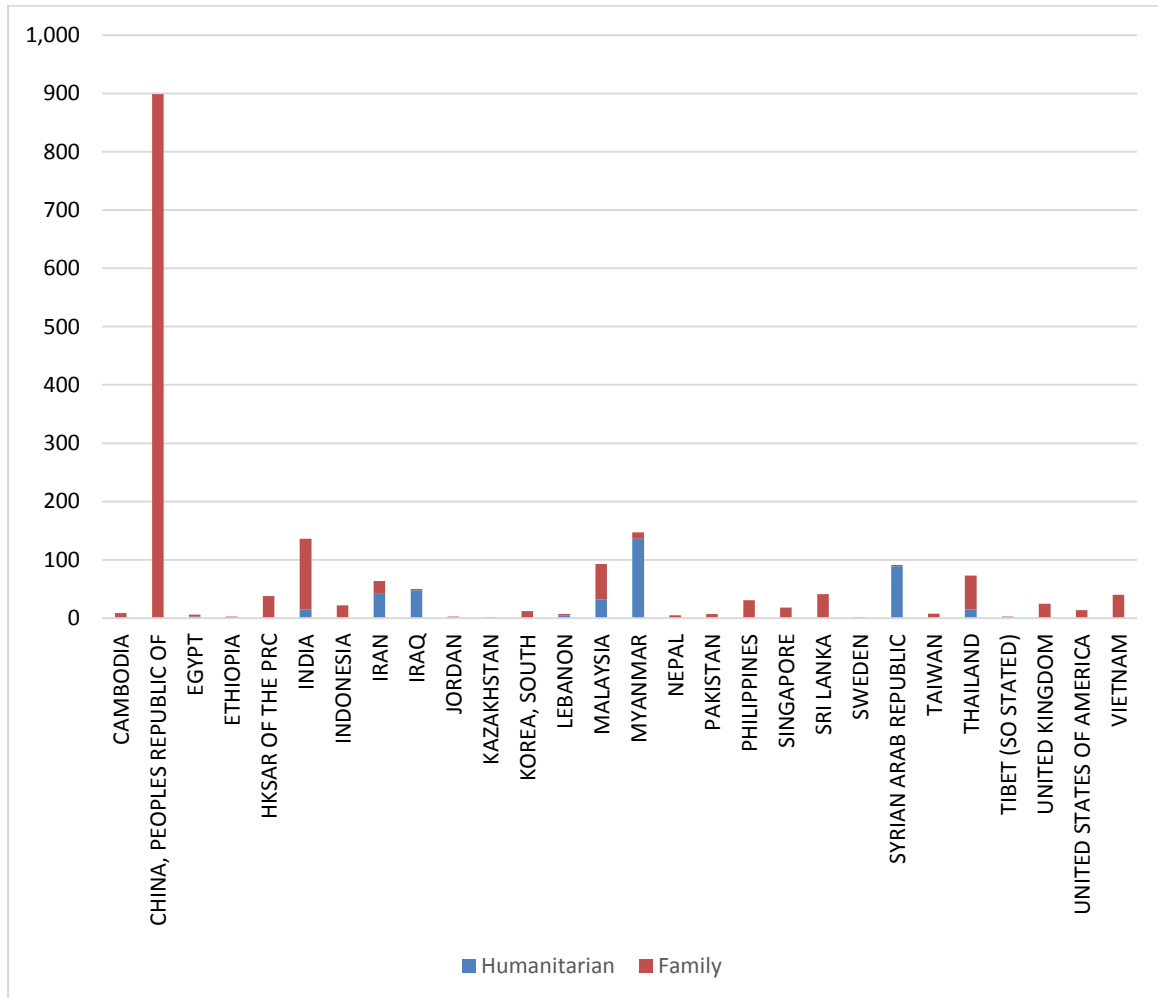
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement in the Eastern Metropolitan Region of Melbourne 2016-2017

The most common countries of birth for people who have settled in the Eastern Metropolitan Region of Melbourne in the year ending June 2017 are shown in Figure 1.

Figure 1: Settler Arrivals in the Eastern Region of Melbourne by Country of Birth and Migration Stream 2016-2017

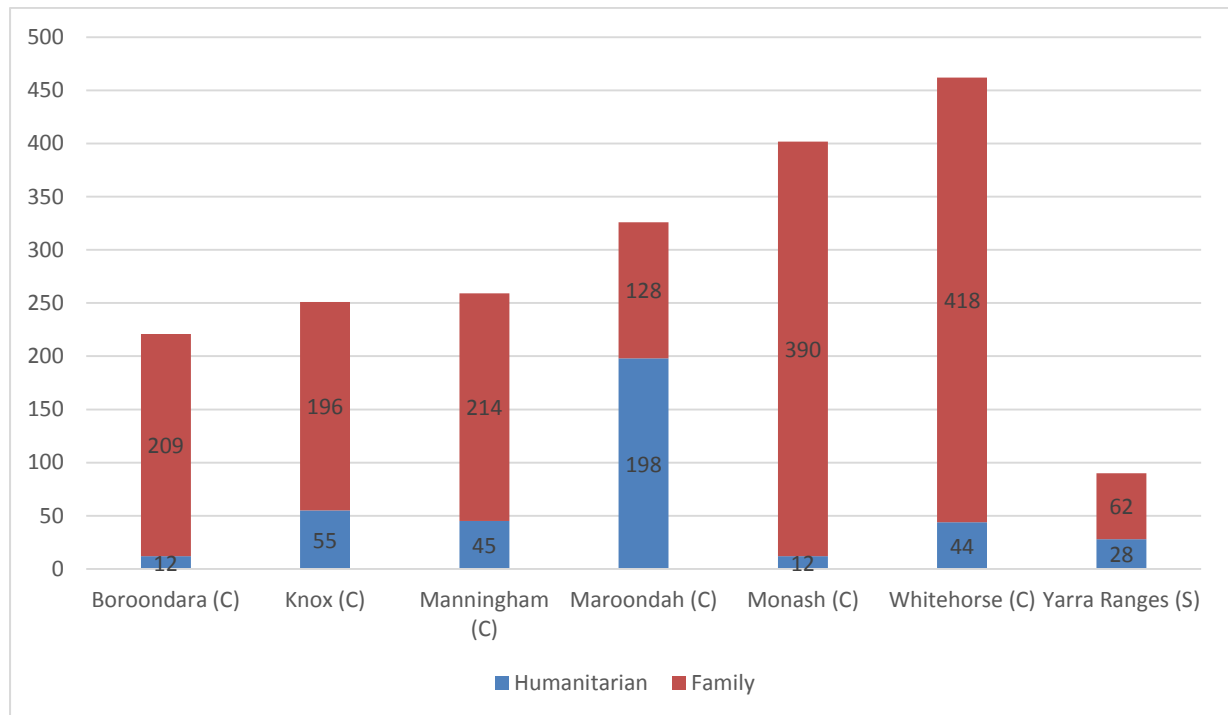


Source: DSS Settlement Data Pivot Table September 2017

As Figure 1 shows, the largest number of people settling in the region were born in China (899) followed by India (121) and the largest number of humanitarian entrants were from Burma (136). People who accessed MIC services in 2016/2017 were born in over 90 different countries.

Figure 2 depicts where settler arrivals are living across region illustrating that the largest number of family stream migrants have settled in Whitehorse (418) and Monash (390), and the largest number of humanitarian entrants in Maroondah (198) followed by Knox (55). MIC casework services were provided at our Box Hill office and at our outreach offices at Ringwood and Croydon as well as at Swinburne Croydon campuses. Group programs were held at schools and community venues across the region close to where the target communities have settled.

Figure 2: Settler Arrivals by Migration Stream and Local Government Area 2016-2017



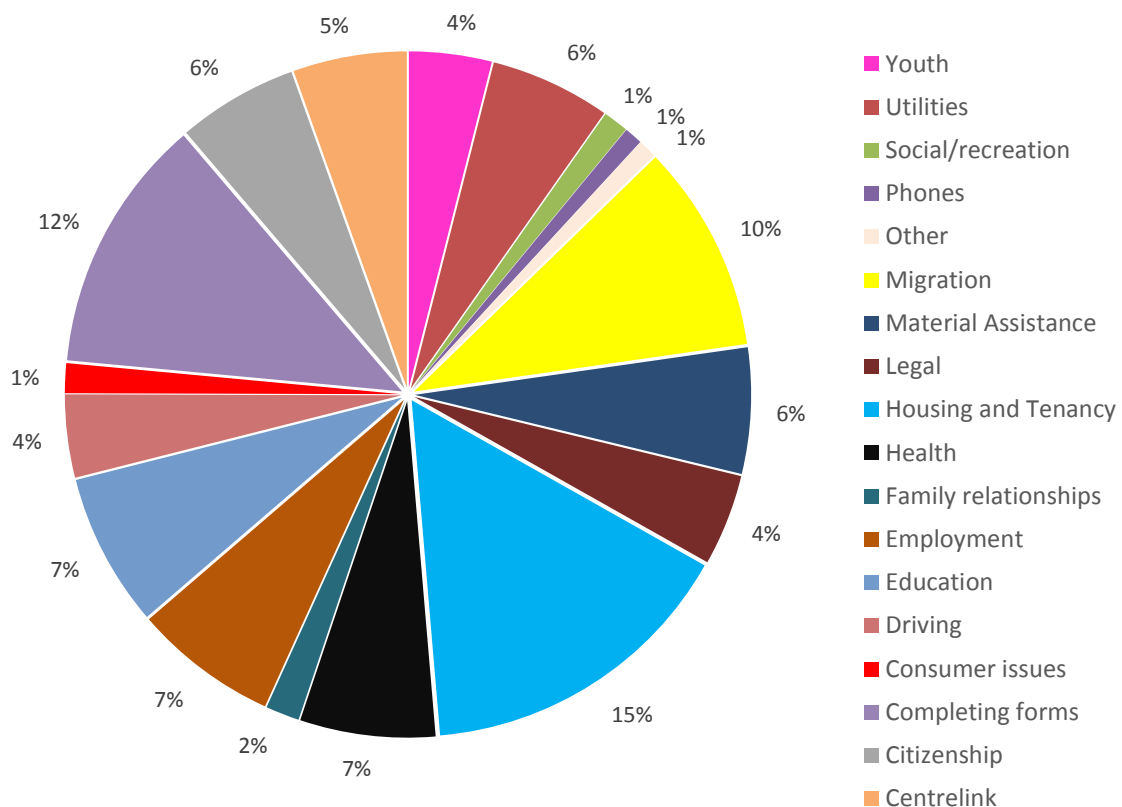
Source: DSS Settlement Data Pivot Table September 2017

Settlement Support

Casework

In the year ending June 2017, staff provided one-on-one settlement assistance, funded through the Australian Government Department of Social Services to 1744 individuals from refugee backgrounds and people who are family stream migrants with low English language proficiency living in the Eastern Metropolitan Region of Melbourne. Services were provided through more than 6600 client contacts.

Figure 3: Issues presented by clients July 2016 - June 2017



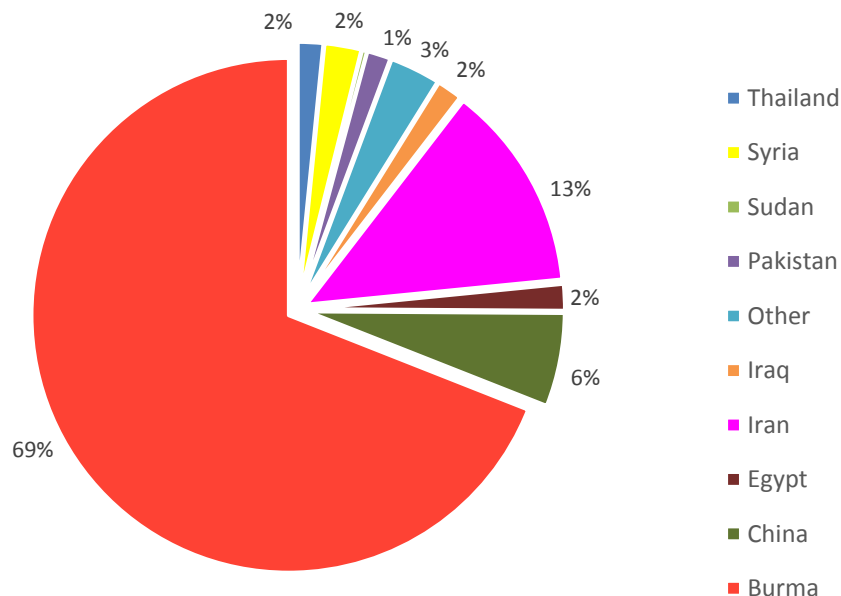
As Figure 3 shows, the areas where staff provided assistance were varied. The largest number (1181) of enquiries related to housing and tenancy.

Eighty-five per cent (5454) of contacts were face to face, 14% (959) were by telephone and 1% (86) by email/mail.

MIC staff referred clients to a number of external services for assistance. In 2016/2017 this work included referrals to government agencies (991), real estate agents (498) community housing providers (208), education/training providers (188), health professionals (187) and utility companies (306).

Figure 4 shows the largest number of contacts were born in Burma and Iran.

Figure 4: Country of birth of clients July 2016 - June 2017



In addition to providing settlement services from the MIC's office in Box Hill, services are also provided five days per week at the MIC office in Croydon, four days per week at the MIC office in Ringwood and one day per week at Swinburne TAFE Croydon. The youth settlement workers also provided a weekly outreach service at Melba College, Ringwood Secondary College, Yarra Hills Secondary College and Blackburn English Language School (Maroondah Campus).

In December 2016 and June 2017, the MIC conducted random telephone surveys of clients who had used our settlement services over the past six months to identify the extent to which the services assisted people to successfully settle. One hundred and seventy-six people responded to the survey in total.

Survey results indicated a high level of satisfaction with 94% stating they felt that the assistance they received from the MIC helped them to settle successfully in Australia, 96% found MIC staff helpful and easy to understand, 98% stated they would recommend the MIC to their family and friends and 86% stated that the MIC teaches them how solve problems on their own.

Comments included:

- *They helped me a lot*
- *Thanks so far for the help. I look forward to a better future.*
- *I have only been here for a little bit at this stage, MIC has been very helpful*
- *Everything is good, we go to MIC when we need help and they help us*
- *No comments because MIC already helped me so much and solved all my problems so I have no problems*
- *MIC solved all our problems, very helpful and I can't thank them enough*
- *They do a lot of good things for our community and give really good services and I can't thank MIC enough for the services I received and I'm really happy with your help*

- *Caseworker very nice, very kind, very good manager for everything for my family. She is angel in the world and she is very nice lady*
- *I'm hoping to receive services from MIC for many years. With language barrier MIC is needed*
- *I got married. I have limited English skills. When I try to settle in Australia I know nothing. In the meantime, I have learned a lot about Australia, especially the law and how to rent a house. It is very useful for me. I am very thankful. I appreciate all the help. It is very supportive service for and useful to help my entire community. I wish I could say more, but I don't know the words.*
- *Without MIC it would have been hard for us to settle into Australia*
- *If I ever need help in the future I'll be sure to come back to MIC*
- *MIC is very helpful and they shouldn't stop providing services*
- *Thank you for the good services, it's really helpful*
- *I am really happy with the services provided by the MIC*
- *Services provided are very helpful*
- *Thank you for everything you do*
- *MIC is very handy. It is very good for me.*
- *You have been very helpful, and I am grateful to the MIC*
- *Everything is good, no problems*
- *MIC has been very helpful in my settlement*
- *Everything was good. The caseworkers/managers were so good.*
- *The centre has helped migrants to settle very well. Thank you.*
- *As long as the MIC provides services for refugees, everything is fine*
- *After arriving in Australia most of us don't speak English. The service of the MIC helped us to learn and to cope, and we can teach others.*

Children's Programs

Cool Kids and Rainbows



Children participating in the Cool Kids and Rainbows Program – May 2017

The MIC delivered two, eight-week Cool Kids and Rainbows Programs with 11 children participating in the first program and 9 children participating in the second program. Cool Kids and Rainbows is a therapeutic group program aimed to support the settlement of primary school aged children from refugee backgrounds. The program provides a safe environment for children to explore their feelings, increase their understanding of emotions and help them to build resilience by learning healthy ways to manage their emotions.

The children are picked up from school by MIC staff or volunteers and then driven home after the program.

At the conclusion of the program, feedback was sought from parents. All parents indicated a high level of satisfaction with the program. Comments from parents included:

- *The program has helped my child*
- *I would recommend the program to other parents for their children*
- *My child enjoyed their time spent at the program*
- *I felt safe and comfortable allowing my child to participate in the program*
- *I feel my child learnt a lot through the program*
- *The day and time of the program was good*
- *I am happy my child participated in the program*

In 2016/2017, children who participated in the Cool Kids and Rainbows Programs were invited to join a ten-week swimming program, as it came to the attention of the facilitators that the children in the group had never learnt to swim. Fourteen children participated in the program and learnt basic swimming skills and water safety.

School Holiday Programs

Eleven school holiday program activities were held with 171 primary school aged children. School holiday programs are designed to help children better fit in with their peers as they can discuss the activities they did during the holidays at school. It also provides an opportunity for children to learn about and participate in fun, low cost activities that they might never have experienced before, as well as providing opportunities to socialise with other children and make new friends. The programs in 2016/2017 included going to the movies, roller skating, Luna Park and swimming pools.



*School Holiday Program at Luna Park
September 2016*

Homework Support Programs

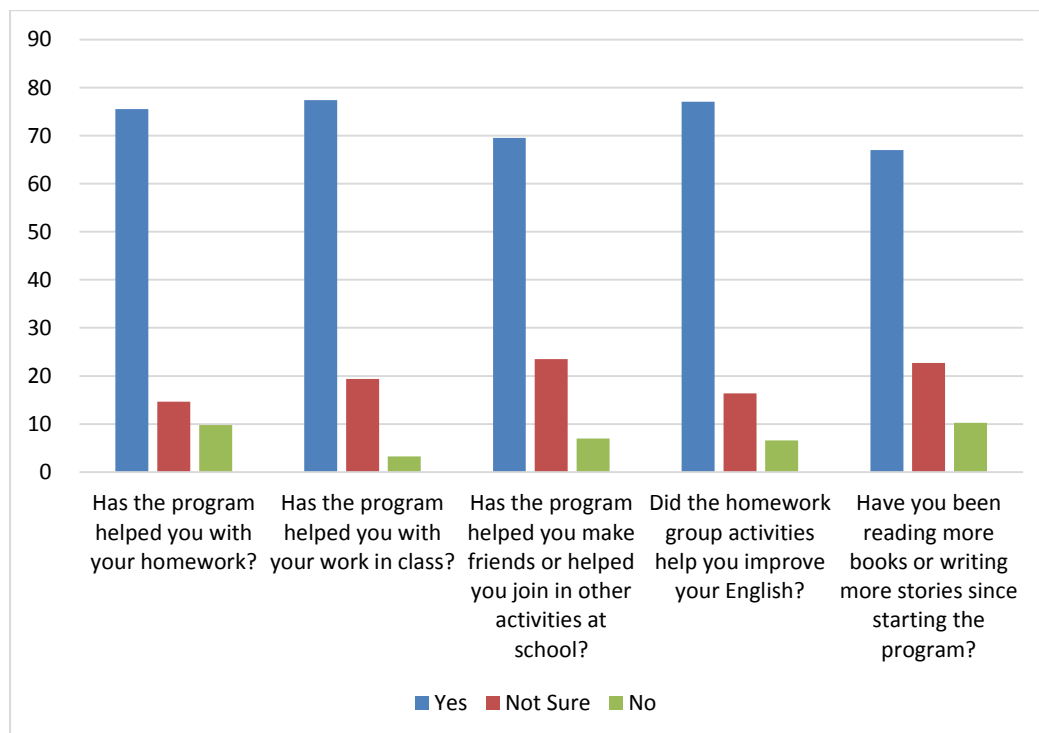
The MIC facilitated six Homework Support Programs (HSP) - three HSPs were offered at the Croydon, Mooroolbark and REALM libraries and three HSPs in primary schools in Croydon, Heathmont and Mooroolbark. The HSP assists children and young people to do their homework, improve their written English, reading and comprehension skills, develop study skills and routines as well as providing opportunities for children to make new friends and build their social skills. All programs which are held weekly during school terms are facilitated by MIC staff and trained volunteer tutors.

An average of 118 students attended the programs on a weekly basis. The average attendance for each program was:

- Croydon Primary School (35 students)
- Great Ryrie Primary School (37 students)
- Manchester Primary School (22 students)
- Croydon Library (9 students)
- Mooroolbark Library (7 students)
- REALM Library (8 students)

Feedback from students, parents and teachers indicated a high level of satisfaction with the programs, with over 76% of students stating the program helped them with their homework and to improve their English.

Figure 5: Feedback from Students who attended Homework Support Programs 2016-2017



Comments from students who participated in the program included:

- *I got help in all of my subjects, especially maths. My English has got better. I have got excellent results for my subjects throughout my studies.*
- *This kind of program is awesome and very important for migrants and refugees. This program has helped me much more than I expected. It should be done in more places so more people can attend.*
- *Since I joined this homework club, I had improved in my English speaking, writing, and answering questions. My teachers at school also noticed that my scores are getting better and this program has become my best tutor. The volunteers are very helpful and friendly to me. They all are supportive and help me to become the best I can.*
- *It helped me with all my assignments. The subject that helped me the most was humanity. It also helps me improve my language skill and pronounce words properly. I wouldn't finish all of my homework without the homework club help now.*
- *The slow and detailed explanation which we usually don't have at school.*
- *Working one to one with an understanding tutor, and also the food.*
- *It helped me with my English speaking and writing. I developed my complex sentences and a good paragraph structure. I also gained a lot of vocabulary.*
- *It helped me with my maths and writing. Because it helped me with my times table and it helped me with writing more pages instead of one or three pages.*
- *All of the tutors are nice. They are willing to help all of the students. [The staff member] always bring food and my favourite dip. The food is very delicious. I would like to thank everyone who is helping.*
- *I really enjoy being a part of this homework program. The tutors are very engaging and make the club more enjoyable.*
- *The volunteers are very helpful and they always explain to me whatever I ask. Their explanation makes easier for me to understand my school work and my marks are gradually getting better since I joined this supportive homework program.*
- *The program is well organised. Getting food for free. I'm thankful there is a program like this that can help me with my study and improving my English.*

The program also sought feedback from parents. Comments from parents included:

- *The homework program is very helpful, not only for my children but for the parents, myself as well. If possible, it would be better if we can have two days a week.*
- *My son enjoys so much this class. I really would like to thank you for this class. Thanks MIC. They can answer with a longer sentence when they were asked questions. Please continue this program.*
- *Encourage our children to do some school work at home as well.*
- *I think the program should be twice a week so the children can learn more, but it has been very helpful. Thank you very much.*
- *Let us know about the behaviour of our children.*

The MIC also seeks feedback from teachers for the three programs facilitated in local primary schools. Comments from teachers included:

- *Good to have a regular opportunity for our students to have support with their learning.*

- *Such a wonderful program – children really benefit from English talking time, reading, maths and writing help.*
- *Thank you. The students enjoy the sessions and enjoy sharing their learning with the classroom teacher.*
- *Reading and spelling work is helping support class work.*
- *It gives [the students] greater confidence to bring to their learning.*
- *The impact on the students is a valuable one and helps give them confidence and a sense of belonging to the school community.*

Multicultural Playgroups

Through the Australian Government's Settlement Services and with funding from Yarra Ranges Council Supported Playgroup Initiative, the MIC facilitated three playgroups each week at Croydon, Ringwood and Mooroolbark. In addition, a music therapy group was piloted in term 4 of 2016 in partnership with EACH and continued through to June 2017. In 2016/2017, 106 playgroup sessions were held with an average attendance of 36, 34 and 19 parents and children attending the Croydon, Ringwood and Mooroolbark groups respectively. The music program had an average of 12 participants and 14 sessions were held.

The playgroups and music therapy program offered a variety of play based learning activities for children to encourage positive relationships between parents and children and to prepare children entering early childhood education. Some of the activities included singing, painting, sensory play, dancing, story reading, role-play and cooking.

The playgroups also offered parents an opportunity to learn about positive parenting and the Australian service system through presentations by the Maternal and Child Health Nurse, Centrelink and visits to local libraries including story times at the libraries. In addition, information sessions on walking safely with young children and child restraints clinics were held at playgroups as well as 20 excursions where families visited local parks, Melbourne CBD, Melbourne Zoo, Chesterfield Farm and Lollipops Croydon indoor play centre.

Feedback from parents was very positive with 100% of respondents stating that attending playgroup made them and their children feel happy, that they socialise more since attending playgroup and that coming to playgroup has been good for their family. 96% responded that they had learnt about services in their local community. 81% percent of respondents stated that attending playgroup had improved their English.

Two swimming programs were provided for the families who attended the playgroups – one for adults and one for their children. An average of 16 women attended each of the 8 sessions for adults and 14 children and parents attended each of the 10 sessions for the children's swimming program.



*Playgroup Swimming Program -
November 2016*

Feedback from playgroup participants included:

- *Thank you so much for giving us time and supporting our community*
- *This is a great opportunity for us*
- *Enjoy coming to playgroup every week*

Chinese Grandparents' Playgroups

Through the Australian Government's Settlement Services, 2 Chinese grandparents' playgroups were held in Mount Waverley and Mitcham. The Mount Waverly playgroup also received funding from Monash City Council.

The Monash Chinese Grandparents Playgroup was held every second Tuesday in Mount Waverley and the Mitcham playgroup every alternate Tuesday. In 2016/2017, 20 playgroup sessions were held at Mount Waverley with an average of 22 people attending each session and 21 sessions at Mitcham with an average of 28 people attending each session.

The playgroups offered structured activities as well as free play. Structured activities included speakers on topics relating to raising children in Australia e.g. toilet training, screen time, pedestrian safety, childhood development, music programs, story times and indoor and outdoor activities. Birthday and traditional Chinese festival celebrations were held during the last session of each term. For free play, indoor and outdoor play equipment was provided.

100% of the feedback received from grandparents stated that the program benefited both the grandparents and the children: the grandparents have learnt about services in local communities, socialised more with other people and had more knowledge of how to look after grandchildren in Australia; and the children have enjoyed activities at playgroup.

Verbal comments received from grandparents included:

- *More mini talks on raising children in Australia*
- *It's great that we have the opportunity to meet with other grandparents and I have asked my daughter to make sure my grandson don't need to go to kinder on Tuesdays.*
- *More singing/dancing programs.*
- *My granddaughter loves attending the playgroup and so do we!*

Art Program

In 2016-2017, the MIC worked with two art therapists to run an art program with the parents who attended MIC's playgroups in Ringwood and Croydon.

The program followed on from the project run in partnership with Wesley Mission Victoria in 2015-2016, which brought together the skills and stories of the playgroup participants to create a mural describing the collective refugee experience.

The program in 2016-2017 extended this interest in story telling by inviting participants to develop broader artistic skills in a range of mediums: leaf painting, frottage and tracing, charcoal drawing and lantern making.



Art Program - February 2017

Our two art therapists, Sophia Xeros-Constantinides and Ginny Grayson ran the fortnightly sessions for the parents alongside the playgroups and incorporated other activities including nature walks to collect items that participants used in the art activities.

Participants from Karen, Hakha Chin, Falam Chin, Mizo, Zo, Zomi and Persian backgrounds attended the programs and an average of 6 participants attended each session. The program concluded with an excursion to the Belgrave Lantern Parade, providing an opportunity for participants and their children to bring along lanterns they had made during the program and march alongside other community members in a beautiful display of lanterns and light.

This program was funded by the Australian Government's Settlement Services.

Community Information Sessions and Events

In 2016/2017, the MIC held 106 group information sessions for over 2650 people who had settled in the Eastern Metropolitan Region of Melbourne through the humanitarian or family migration program over the past five years. These forums were funded through the Australian Government's Settlement Services.

Example of information sessions held are detailed below:

Chinese Communities

Fifty-five information sessions were held with people from Chinese speaking communities with an average of 36 people attending each session. Topics included cancer screening and prevention, Centrelink services, a range of health topics and aged care services. Feedback was positive with 99% of participants stating the information provided would assist them to settle successfully and 97% stating they would share the information with family and/or friends.

Hakha Chin Community

Eighteen sessions were held with people from the Hakha Chin community in 2016/2017. Topics covered in the sessions included buying a house, insurance, visas and immigration, information on the Australian Census and financial literacy. Feedback was positive with 100% of participants stating the information would assist them to settle successfully and 100% stating they would share the information with family and/or friends.

Karen Community

Six information sessions were delivered to people from the Karen community. Topics covered included financial literacy and VCAT and the rights and responsibilities of tenants and landlords.

Zomi Community

Fifteen sessions were held with the Zomi community. Topics covered in the sessions included financial literacy, sexual assault, Australian democracy, the Census and parenting.

Excursions

The MIC held 25 excursions for refugee communities in 2016/2017. The excursions were designed to encourage people to explore local and wider community attractions that were of low or no cost. Excursions included visits to the Melbourne Zoo, indoor play centres, Chesterfield Farm, the beach, Ringwood Lake, REALM Library and the Christmas lights in the city.

An average of 32 people participated in each excursion, with feedback indicating that they enjoyed the excursions and would take their family and friends on the same or similar excursions.



*Hakha Chin Beach Safety
Excursion 2017*

Employment Programs

Employment Casework

In 2016-2017, MIC assisted 69 individuals to apply for jobs or to access education and training. The assistance provided included showing people how to look for work using job search sites, how to apply for jobs online and to write resumes and cover letters. Sixty-nine percent of those assisted through the program found employment or enrolled in education and training courses. Referrals were also made to Job Active providers and local Skills and Jobs Centres where appropriate.

Training

The MIC supported 13 people to access a Certificate III in Aged Care course, offered through the North Ringwood Community House in partnership with the MIC. MIC assisted by supporting potential students to undertake a language, literacy and numeracy test, providing child care and supporting an English as an Additional Language (EAL) component of the program. The program began in February 2017 and will conclude in June 2018.



*Participants of the forklift license training –
May 2017*

A second training program was held to assist 8 people to gain their forklift licence, in partnership with Holmsglen Institute of TAFE. The MIC specifically targeted this program to people who were already working in factories and for whom a forklift license would open further employment opportunities including increased responsibilities and/or work hours in their chosen industry. Two information sessions were facilitated by MIC staff prior to the training program, to help participants better understand the content of the course. All eight participants passed the course and one person immediately gained employment as a forklift driver at his workplace.

Work Industry Information Sessions

The MIC delivered six information sessions on working in different industries to mixed language groups of settlement eligible clients. The sessions covered working in the cleaning industry, working in aged care, forklift driving and warehousing and starting your own business using the NEIS Program. An average of 11 people attended each session.

Government Uniforms, Community Safety and Emergency Services Expo

The Government Uniforms, Community Safety and Emergency Services Expo was held at Town Park, Croydon in March 2017. More than 250 students from Swinburne University Croydon and Wantirna campuses attended the expo, each visiting 16 displays from Ambulance Victoria, MFB, CFA, SES, Victoria Police, Sheriff's office, Parks Victoria, Fisheries, Outer East Emergency Services, Maroondah council by laws, Search and Rescue Dogs, Road Safe Eastern Metro, Red Cross and Centrelink.

The Search and Rescue Dogs provided a demonstration of how the dogs find people and the MFB and Victoria Police provided a demonstration on rescuing a person from a car crash. The Salvation Army Emergency Catering van provided more than 300 meals. Feedback from students, teachers and personnel indicated a high level of satisfaction with the expo as an introduction to the different uniforms worn by the different services in Victoria and the role of each service in the community.



*Government Uniforms,
Community Safety and
Emergency Services Expo
– March 2017*

Parenting Programs

In 2016/2017, parenting programs were held on parenting teenagers, preparing children for preschool and primary school and parenting primary school aged children.

Five sessions on preparing for preschool and primary school were held – one session with parents from Hakha Chin backgrounds whose children would attend the Mooroolbark Early Childhood Education Centre, one session with parents from a range of diverse backgrounds whose children would attend the Ringwood Uniting Church Preschool and three sessions with parents from Zomi backgrounds. Feedback was positive with parents indicating that the information provided was useful and helped them to develop new skills.

A program consisting of four sessions was held on parenting primary school aged children in partnership with Connections with the Iranian community. An average of 5 people attended each of the four sessions. The topics covered included building good relationships between parents and children, setting limits and boundaries, computer safety and supports and

services available to parents in Australia. Feedback was positive with 100% of participants rating the sessions as good, very good or excellent. Most stated that their confidence about parenting and their relationship with their child/children had improved. Some comments clients made included: *"Because of new country and new conditions, we need more information"*.

The "Breaking the Cycle" program was held in partnership with Anglicare Meridian Youth and Family Counselling Team Box Hill with the Hakha Chin community and an average of 9 parents attended each session. The program covered adolescent development, managing challenging behaviours, definitions of family violence, effective communication with teens, balancing love and discipline and managing stress and anger. One hundred per cent of participants reported the information provided at the sessions was helpful and that they now had greater confidence in parenting their children. Participants indicated the most important things they learnt from the program included when and how to communicate with children, finding the right time to speak to them and not trying to speak with them when they are angry, as well as how to control their own anger.

Comments about what parents had changed in their household included:

- *I understand how my children feel and I know what to do when I am angry*
- *I now know how to control my anger and avoid my children when they are upset and angry*
- *I stopped trying to teach them when they were upset and angry and my children are happier too*

Support to Migrant/Refugee Community Leaders and Associations

In 2016/2017, through the Australian Government's Settlement Services, the MIC provided assistance to migrant and refugee community leaders of community Associations including establishing two new community groups, as well as supporting newly emerging community leaders who have not yet established Associations.

The Migrant Communities Network (MCN) met three times throughout the year, providing an opportunity for leaders to come together to share knowledge and information, engage with service providers, learn about services and programs available for their communities and develop new skills to better run and lead their Associations and help their communities. Service providers who attended the meetings in 2016/2017 included: Maroondah City Council and VicRoads. The network meetings provided an important forum for consulting community leaders on the needs of their respective communities and developing appropriate settlement programs and activities through the MIC's Refugee and Asylum Seeker Strategic Partnership Program.

Leadership training was held for the newly established Maroondah Chinese Seniors Friendship Association and the United Pashtun Association. The United Pashtun Association was also assisted to plan and hold a community celebration for Eid. In addition, training was provided to community leaders from across organisations by the Ethnic Communities Council of Victoria (ECCV) on Victorian Child Safety Standards in Ethnic Community Organisations and with Victoria Police on youth crime and strategies and support that can be provided to young people in the prevention of youth crime.

The MIC has continued to assist the group of women from Iranian backgrounds who show a keen interest in organising activities and excursions for other women and families from their community. An excursion to the State Library of Victoria and a social evening and games night was planned and facilitated for Iranian families in 2016/2017. 38 people including children attended the social event and of those who provided feedback, 100% enjoyed the event and stated they made new friends.

Comments on the best things about the event included:

- *Playing different games especially Australian games*
- *Playing games about Australian slang, having a delicious dinner and dancing*

The MIC supported communities to write 6 grant applications in 2016/2017. Following grant writing workshops which were held in 2013/2014, 2014/2015 and 2015/2016, only two established community groups requested assistance in 2016/2017 (down by four grant applications in 2015/2016). The remaining assistance was provided to three newly established community groups.

Settlement Services for Young People

The MIC youth program provides settlement casework services to young refugees and family stream migrants with low English language proficiency aged 12 to 25 years, who have settled in Australia over the past five years. Youth workers are based at the MIC (Box Hill) office each day and provide outreach services at local schools including Ringwood Secondary College, Melba Secondary College, Yarra Hills Secondary College and Blackburn English Language School (Maroondah Campus).

Casework services included assisting young people with employment and education, family and relationships challenges, navigating legal and mental health supports, facilitating connections within the local community and social and recreational opportunities. In 2016/2017 over 220 young people were assisted through 528 contacts.

The MIC youth program also offered a range of recreational, educational and personal development programs.

In 2016/2017 these included:

Swimming Program – Young people participated in two, eight-session swimming programs. The first program had an average attendance of twenty-two young people and the second program had eighteen. Both programs were delivered in partnership with Life Saving Victoria. Twenty-one participants who were questioned about their swimming skills stated they could not swim at all before the program. Feedback indicated 95% of participants increased their swimming skills and water safety knowledge and felt more confident in the water as a result of participating in the program.



Youth Swimming Program 2016



*Youth Employment Workshop
September 2016*

Employment Programs – Two, three-day employment programs with the addition of a full day of barista training were delivered. The first program was for young people seeking part time work and the second for young people seeking full time work. Both programs included sessions on how to look for work, writing a resume and cover letter and how to prepare for an interview. Fourteen young people participated in the first program and an average of nine participated in the second program.

Feedback from the programs indicated 96% of participants have increased confidence to find a job as a result of participating. Soon after completing the program, one young person was able to put her barista skills to use, gaining employment in a local cafe.

Feedback from participants included:

- *What I liked most about the course was how to apply for a job, and how to write an effective resume*
- *I really liked the way we learnt how to get a job and how to find jobs*
- *It helps give us job confidence. It helps to build up youth both mentally and physically. It gives us experience.*
- *Mostly I like the course because it makes me not shy anymore*
- *The thing I liked most about the course is that it prepares you for better coffee making. Also it helps you gain confidence in finding a job.*
- *The skills I learnt through this course is important tips on how to prepare myself for an interview*
- *I learnt how to make coffee and how to find a job and what I need to do to find a job*
- *The extra skills I did learn through this course is the creation of different kinds of coffee*
- *I learnt how to find a job. Before I didn't know how to find the job but now I know about that and how to make coffee.*
- *The extra skills I did learn through this course is, the self confidence in finding a job and making coffee*
- *How people find jobs in Melbourne and how to find jobs with self-confidence*

Youth Fashion Show – In August 2016, fourteen young people participated in a fashion show organised by *Freeka Runway* as part of Melbourne Spring Fashion Week 2016. Participants had exposure to the fashion industry and the opportunity to work with prominent fashion designers in Melbourne. This culminated in a runway fashion show in September 2016, where young people participated as models, backstage sound/lighting, make-up, preparing models and clothing and performing as musicians on the night.

Youth Short Video Project – Twelve young people from refugee backgrounds met together for 10 sessions exploring teamwork, communication skills and technical skills in script-writing, filming and editing. The program was delivered in partnership with United Youth Media, Maroondah City Council, Eastern Community Legal Centre and Victoria Police. The culmination of this program was four short videos in Karen, Zomi, Falam and Hakha Chin languages, with young people sharing important messages to assist other newly arrived refugee young people to settle in Melbourne. Of particular focus in the videos are messages around positively promoting the role of Police and education about laws, rights and safety for newly arrived young people. The four videos have been uploaded to YouTube, on the MIC Youth YouTube channel. The MIC Youth Short Videos on YouTube have been viewed as far abroad as Myanmar, Malaysia, the United States and Canada.

Learner Driver Education Program - The aim of the Learner Driver Education Program was to educate young people about Victorian road rules and to support them to obtain their learner driver permits. Fifteen young people attended the program and 10 participants successfully gained their learner's permits and were offered ten subsidised driving lessons with a professional driving instructor.



Participants of the Learner Driver Education Program - April 2017

Come and Try Sports Program - This program included two personal training sessions, a zumba class and five badminton sessions with young people studying English at Swinburne TAFE, Croydon Campus. An average of 17 young people participated in each session.



Badminton Program – September 2016

Six sessions of badminton with a trainer from Badminton Victoria were also held at Ringwood Secondary College, with an average of 22 participants.

For 90% of participants of the Ringwood Secondary Program it was their first time playing badminton. Comments from the program included:

- *Liked this program because it helped me communicate with my friends*
- *Making new friends and learning new skills for playing badminton and how to play it. I now know more about the rules of playing badminton*

Peer support programs - Three peer support programs were held; one for young women and one for young men from refugee backgrounds and a third program promoting cultural harmony for young men who attend Melba College.

The **Young Women's Program** was held over eight sessions with twelve participants. Through group discussion, team building and self-reflection activities, participants learnt to feel more positive about themselves and others and to build resilience, enabling them to actively engage in their education, community and family life. The program worked with the young women to recognise and manage their thoughts, feelings and emotions better, develop confidence and self-esteem, appreciate themselves, learn strategies for stress management and getting along better with family, friends and teachers. The program built on the input of the participants to guide the topics and also incorporated a guest speaker from EACH Youth Clinic, to ensure participants knew about services that could help them or their friends and family members in the future.



Young women's program - May 2017

100% of participants stated that they made new friends, felt more confident and learned about support services that are available.

Comments received in response to something new that participants learned and will remember from participating in the program are:

- *I learned about supports like MIC and school that can help me when I need it and I will never forget about it*
- *I learn more English and learned new games. I learned a lot of things.*
- *Stress management*
- *I've learned how to control my feelings and encourage myself. Also understand people from the ice-berg.*
- *The new thing I learned are talking about depression and how to manage it*
- *I like the activities that we did like writing on someone else's back about how we feel about them and I like that we all respect each other's opinion*

The Young Women's Program concluded with a celebration day and excursion to bowling and karaoke with lunch. There were eleven participants on the excursion, and for many, this was their first time participating in these activities in Australia.



Young Men's Program - October 2016

The **Young Men's Program** was held over eight sessions with an average of eleven participants from Melba College. The program aimed to increase participants' self-reflection, techniques in anger management and communication skills. Comments from the participants about what they have learnt included:

- *How to monitor my thoughts and manage them better*
- *Emotion management*
- *Mindfulness*
- *I learnt to handle peer pressure*
- *I gained more knowledge*

Cultural Harmony Program – This program was designed specifically for young male students at Melba Junior Campus to increase mateship and harmony between newly arrived refugee youth and Australian born youth. The program was designed in partnership with Melba College in response to ongoing conflict amongst the young men at school. The program was held over seven sessions with an average of sixteen participants from refugee/migrant and mainstream Australian backgrounds. Melba College staff helped MIC youth workers to identify and refer students into the program.

Participants explored the dynamics of what it means to live in harmony, how to respect each other and promoted team work, with participants encouraged to work in small groups with classmates whom they do not normally work with on a joint project. The project culminated in participants visiting a local primary school to apply the leadership and teamwork skills they had learnt by running games and activities for the primary school students in their small groups. Reports from Melba College indicate that the program had dramatically decreased the conflict and fighting occurring between students at the school.



Participants at the Cultural Harmony Program - May 2017

Youth School Holiday Programs – Four school holiday programs were held with an average of 26 participants attending each day. The programs included an excursion on Puffing Billy to Emerald Lake, two separate days of Laser Tag and an outing to the Royal Melbourne Show. 71% of respondents across the programs reported to have made new friends through the program.

When asked about what they enjoyed and had learnt from these activities, participants commented:

- *How to communicate with people I don't know*
- *Mingling and getting to know more new arrivals*
- *To have fun and get to know people*
- *I learned Australia has many beautiful places like Puffing Billy*
- *To be positive*
- *Meet some new friends*



Youth Excursion to Puffing Billy – December 2017

- *I know in Australia we have a lot of bush and lake*
- *Today I learned how to make friends*
- *Visit a new place*
- *I feel happy and I saw new things. It gives experiences.*
- *Communication skills, challenge yourself*
- *Meditation*
- *I know myself better that's what I learned today*
- *I learned to be self-confident*

Cyber Safety Camp - 20 young people from refugee backgrounds went to Phillip Island for 4 days to learn about cyber safety and to take a break from their normal routines at home. Young people participated in a series of 6 workshops across the 4 days, covering topics such as:



Activities at Cyber Safety Camp - January 2017

- What is Cyber Safety and why is it important?
- Keeping your personal information secure online
- How to create a strong password
- The power of words online and cyberbullying
- Disconnecting from social media and technology

Participants were challenged to consider their use of technology and to go home committing to making some positive changes about their use. 100% of participants reported that they learnt something new on camp about Cyber Safety and would share the information they learnt with friends. Aside from the workshops, the youth also enjoyed the various social activities such as going to the beach, bowling, experiencing the giant swing and playing new interactive group games, many of which were the first time experiences for a number of participants.

95% of participants said that they would change the way they use social media, commenting:

- *I'll put all my social accounts on private and only add people I know in real life*
- *I will change my password*
- *I will try minimize my time in social media*
- *Less screen time*

Other comments from the program included:

- *I liked all the activities on camp. There was no time to be bored.*
- *Always think twice when posting, commenting or adding friends to minimize the risks of getting in trouble*
- *How to report bullies and give out information only to family and friends*
- *How to be safe and tell my friends and my family and work more*
- *How to create strong password and to be safe online. Where to ask for help if we are bullied.*
- *I am going to tell my friends*
- *To protect my own privacy on social media*
- *About hackers*

Amazing Race Public Transport Activity - Twenty-one young people participated in a friendly competition navigating public transport and visiting local youth services across the Eastern Region of Melbourne. The program was delivered in partnership with Youth Support Advocacy Service (YSAS), EACH Youth Clinic on Warrandyte Road, Foundation House, Victoria Police, Headspace, Connections and Eastern Community Legal Centre. The feedback comments received from the participants expressed appreciation to meet new people and services. Comments included:

- *I learned about free services for young people*
- *Know more organisations*
- *Lots of new info from cops*
- *I now know which bus to take to Knox*
- *There are lots of groups that help youth*
- *If youth need help with things you can go to many place like MIC and EACH*
- *How to use buses and to feel free to ask things you don't know*

MIC Youth Beach Safety Excursion - Delivered in partnership with Life Saving Victoria, this program aims to educate participants on life saving techniques and important water safety messages. The program is hands-on and helps participants not only to familiarise themselves with the beach environment, but also how to navigate public transport to get there. Of the seventeen participants to this one day program, 82% said they felt safer to go to the beach and would share the information that they had learnt with others.

Feedback about what they had learnt from the holiday program that they did not know before included:

- *About surviving on the beach*
- *Rescuing people, boards, swimming*
- *When we need help we need to put our hands up for help*
- *How to be safe at the beach*
- *Never go alone*



Beach Safety Excursion - January 2017



Hau Za Cin Kipgen receives Maroondah City Council's Young Citizen of the Year Award - January 26th 2017

In 2016-2017, a number of MIC youth clients received awards for their achievements. These included:

- Hau Za Cin Kipgen (Cin Bawi) was awarded the 2017 Young Citizen of the Year for Maroondah City Council. Cin Bawi was presented with the award by the Mayor at a ceremony on Australia Day 2017 where he was publically recognised for his achievements with the Zomi Short Film as part of the MIC's Youth Video Project in 2016. Cin Bawi's short film recounts first-hand the struggles and challenges of settling into a new culture and society, with the aim to educate other newly arrived refugee young people living in the Eastern Region of Melbourne.

- Five MIC youth clients were awarded as recipients of the 'Friends of Zainab' Scholarship, which is a \$1,000 grant to go towards their education.
- Seven MIC youth clients received an award through the Maroondah Youth Awards. Recipients were recognised for their various commitments and achievements, including a young leader award, two Youth Innovation Awards, a Super Citizen Award and three Personal Journey Awards.

Migration

The MIC provides migration advice and assistance through two programs – Australian Government's Department of Social Services funded Settlement Services; and, the Australian Government's Department of Immigration and Border Protection funded Immigration Advice and Application Assistance Scheme (IAAAS).

Settlement Services Migration Program

Through this program, the MIC provided migration advice and assistance to people who arrived in Australia under the Humanitarian Program or as family stream migrants with low English language proficiency who had arrived in Australia in the last five years. The MIC assisted 171 clients under this program in 2016/2017.

The services provided included one off migration advice, assisting clients to complete forms to propose family members to come to Australia and/or providing full assistance which included preparing applications and liaising with Australian Government departmental staff.

Immigration Advice and Application Assistance Scheme (IAAAS) Migration Program

This financial year the MIC provided 101 face to face migration advice services, 6 full immigration application assistance services and 3 community information sessions under the IAAAS program.

The majority of people who accessed this service were seeking advice on sponsoring a spouse or other family members to settle in Australia or immigration assistance to stay in Australia. To access this program clients must be on a low income or be experiencing financial hardship and have low English language proficiency.

Family Violence Programs

Women from CALD backgrounds

The MIC receives funding through the Victorian Department of Health and Human Services to support women from CALD communities who have experienced, are experiencing or at risk of experiencing, family violence.

In 2016/2017, 22 women received individual counselling through the program and two, eight-week group programs were held for women – the first group for women from Iran, and the second for Falam Chin women. The groups provided a safe environment for women to learn about Australian laws in relation to family violence and the safety of women and children, as well as the impact of family violence in particular on children. In addition, women learnt how to build better family relationships and how to build their self-esteem. The groups also provided a forum to learn about Australian culture.

100% of participants reported that the group had helped them to settle successfully in Australia, that the topics covered were interesting and presented in a style that was easy to understand and that they would recommend the program to friends and family.

Comments from participants on what they learnt and gained from the program included:

- *I learnt how to manage anger*
- *I learnt approaches to have a healthy relationship*
- *Not to place blame on myself; not to talk about other people behind their back*
- *How to solve conflict in a relationships between couples. I really benefitted from it.*
- *All of it is good*
- *Talking with the counsellor was beneficial*
- *Educational session for having a healthy relationship with your husband*

Preventing family violence in CALD communities

In 2016, the Victorian Government's new Multicultural Affairs and Social Cohesion Division funded MIC to undertake a two year project under their Medium Grants Funding Program to provide culturally appropriate responses in the prevention of family violence within CALD communities in the Eastern Region of Melbourne. The program's purpose is to seek to improve the safety of CALD women and children through targeted community awareness, education and capacity building projects.

The program began in October 2016 and in 2016/2017 included:

- Two Family Relationships Programs of eight sessions each for couples from Hakha Chin and Zomi/Tedim Chin backgrounds. The program assisted participants to identify and challenge cultural values and attitudes in regards to the roles of men and women, consider gender equity in relationships and effective communication, enhance self-esteem and teach conflict resolution without using family violence. The programs were facilitated by a trained psychologist with extensive experience in working with couples from refugee backgrounds who are experiencing conflict or family violence. To encourage attendance and to help build rapport and trust between group facilitators and participants, couples and their children who attended the program were invited to attend a three day camp where part of the program was delivered to adults, while children participated in activities including sports, games and trips to the beach.
- The same couples who participated in the Family Relationships Programs were then invited to a further eight week program for men and women separately, to allow participants to delve more deeply into issues and ideas raised during the initial eight weeks of the program and consider how to practice gender equity and what they had learnt in their lives.



Participants at the Family Relationships Program - March 2017

- Two, six-week financial literacy and leadership programs for women were held targeting women from Karen and Falam Chin communities. The programs aimed to increase participants' understanding of leadership in an Australian context, build skills in financial literacy and competency and increase the capacity of women to manage their own finances and make informed financial decisions for themselves and their families. Fifteen women from Karen backgrounds and 11 women from Falam Chin backgrounds attended the programs.

Refugee Action Program/Refugee and Asylum Seeker Strategic Partnerships Program

The Refugee Action Program (RAP) funded by the Victorian Government's Office of Multicultural Affairs and Citizenship (OMAC) was designed to work in partnership with refugee communities to achieve sustainable settlement outcomes and assist committee members to successfully manage their associations and better meet the needs of their members.

This program concluded in October 2016 and following a tender process, the MIC was successful in attaining funding under the new Victorian Government's Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Unit (MASC), Refugee and Asylum Seeker Strategic Partnership Program. Similar to RAP, this program works in partnership with refugee communities to achieve sustainable settlement outcomes and to assist migrant and refugee committee members to manage their associations and build their capacity to better meet the needs of their communities.

The new program included the establishment of a steering committee comprising of local service providers to oversee the program, as well as providing brokerage funds to assist people seeking asylum to enhance their access to essential services and/or to fund short term crisis interventions where appropriate.

In 2016/2017, RAP supported the Karen, Falam Chin, Mizo, Hakha Chin and Zomi communities. Agencies represented on the steering committee include: Women's Health East, Eastern Access Community Health, Maroondah City Council, Swinburne, Life Without Barriers, Australian Red Cross and AMES Australia.

Activities undertaken with communities in 2016/2017 included:

- Holding 14 meetings with leaders from the target communities to assist with the governance of their associations including searching for and applying for grants, discussing leadership and governance challenges and successes and working together to organise community activities and events.
- Sewing and craft programs held for women from Zomi, Hakha Chin and Falam Chin backgrounds. Two women from the Hakha Chin group obtained employment at Dollar Curtains as a result of learning sewing skills in the program.
- Holding regular meetings and activities for older people from the Hakha Chin, Falam Chin and Zomi communities to help reduce socialisation and to encourage people to stay active. This included regular visits to use the warm water pool at Aquahub in Croydon for older people from Hakha Chin backgrounds, social gatherings at local venues for older people from Falam Chin and Zomi backgrounds and an excursion to visit Station Pier in Port Melbourne for a mixed language group.



Zomi Sewing Program – September 2016

- A soccer tournament for all communities, held as a round robin competition for eight teams on a Saturday
- A badminton program for young people from Hakha Chin backgrounds.
- Assisting the Zomi community to organise a soccer tournament for members; attended by over 150 people.
- Traditional dance lessons for the Karen community, to teach the younger generation traditional dances and their meaning/significance.
- A flower arranging course for the Karen community to assist them in providing decorations and flower arrangements for community weddings and other functions.
- Swimming programs for Hakha Chin, Falam Chin, Mizo and Zomi communities, including adults and children.
- Assisting the youth leaders from the Hakha Chin community to organise a leadership forum on issues related to youth crime and citizenship attended by Victoria Police and the MIC Migration Agent
- Assisting the Mizo community to organise and run a literature seminar to pass on traditional Mizo literature to members of the community living in Australia.
- Organising 15 information sessions covering a range of topics including Centrelink payments and entitlements, parenting in Australia, consumer issues, buying a house, visa cancellations, transitioning from primary school to high school and Saver Plus financial literacy program. One hundred and twenty-two people attended the sessions in total.
- In partnership with the Australian Government's Settlement Services program, assisting eight community members to complete a forklift training course and assisting 13 people to participate in a Certificate III in Aged Care, facilitated by North Ringwood Community House, including providing subsidised childcare and an English as an Additional Language (EAL) component to the course.

Road Safety for New Arrivals Programs

The road safety and driving programs increased participants' awareness of road safety and enabled the MIC to deliver key road safety messages to newly arrived refugees.

In 2016/2017, as part of the VicRoads Community Road Safety Partnership program, MIC delivered four programs of the Road Safety Driver Education Program, ten sessions of the drink and drug driving prevention program "Looking After Our Mates" (LAOM), one, three day Bike Education program for children on riding bikes safely, four Child Restraints checking clinics and seven presentations for newly arrived parents of preschool aged children on "Walking Safely with Children".

The Road Safety Driver Education Programs consisted of six, two-hourly sessions delivered in partnership with Victoria Police utilising "Community Car Connections" and "Getting on the Road – a guide for new migrants" resources. Eighty-one people completed the program from Arabic speaking, Hakha Chin, Iranian, Karen and Zomi backgrounds. All feedback from the programs was positive with 100% of participants indicating that the information they learnt would assist them to pass their driving test and drive safely on the roads.

All participants who completed the Driver Education Program received 10 subsidised driving lessons with a registered driving instructor of their choice – 25 were funded as part of the Community Safety Driving Program for Refugees and 56 were funded by the Australian Government Settlement Services.

A total of 10 LAOM sessions were presented to 112 people from Arabic speaking, Hakha Chin, Iranian, Karen and Zomi backgrounds as well as youth from the Swinburne TAFE EAL classes. Feedback from participants who attended the sessions indicated a high level of satisfaction with the program overall as a way of learning about the dangers of drink and drug driving.

To ensure that children received more practice to ride safely on Victorian roads, in 2016/2017, the MIC changed the Bike Education program from a one day program held for different groups of children over three days to a program that targeted the same group of children offering them three days to increase their riding skills, learn road rules and practice driving on a public cycling path. Fourteen children aged 9 to 12 years attended the three day Bike Education program during the Easter school holidays. The sessions were held at METEC Driver Training centre and included a BBQ lunch. The children were enthusiastic and enjoyed the activities. They learnt road rules and increased their cycling skills at METEC on the first day, walked to a cycling path to become familiar with the road conditions and consider what they should do if they were cycling on the road on Day 2 and cycled the cycling path on Day 3 in a safe manner so that they could gain some practical skills. The MIC then supplied each child with a bike and helmet which was donated to the MIC by a charity that restores bicycles.

Seven presentations were held of the "Walking Safely with Children" program for 58 participants including 30 parents from refugee backgrounds with preschool aged children and 28 grandparents from Chinese backgrounds who care for their preschool aged grandchildren. 98% rated the program as excellent or very good whilst 2% rated the program as good. When asked what they learnt from the program comments included: "Children should never be allowed to play in driveways"; "How to cross the road without traffic lights"; "More knowledge about road safety." 98% stated that they did not find any parts of the program the least useful.

Four child restraints checking days were held in 2016/2017 – three were organised for participants of the MIC's multicultural playgroups in Croydon, Ringwood and Mooroolbark and one with the Chinese grandparent's playgroup in Mitcham. Forty-nine child restraints were checked and although improvements were reported from previous years, restraints were found to have twisted harnesses, straps fitted at incorrect shoulder height or incorrect seat paths, some missing the top tether strap and some used restraints that were over 10 years old or in a very poor condition. Adjustments were made as required and participants were advised of recommendations to replace restraints.

MIC Community Safety Driving Program for Refugees

The MIC provides driving practice to adults over 21 years of age who completed the MIC Driving Education program and who have no relatives or friends on full Victorian Driving Licences that can help them gain on road practical driving time. In 2016/2017, 12 people received driving practice sessions with a driving mentor and a total of more than 60 sessions were provided by 6 volunteers.

After Hours CALD Education Program

In 2016/2017, the MIC received funding from Eastern Melbourne Primary Health Network to deliver 20 information sessions to CALD groups in the Eastern Region of Melbourne on how to access after-hours health services.

The project aimed to address a lack of awareness about accessing services in the health sector, in particular services that are available outside normal business hours. The sessions targeted groups from CALD backgrounds, including new comers to Australia who have limited knowledge of the processes involved in accessing a range of after-hours health services.

In 2016/2017, 18 sessions were held with an average of 10 participants attending each session. Two further sessions are planned for the 2017/2018 financial year.

The sessions were delivered to English as an Additional Language (EAL) classes at a range of local community centres and neighbourhood houses including Alamein Neighbourhood Centre, Louise Multicultural Centre and AMES in Box Hill.

Community Visitors Scheme (CVS)

The MIC's Community Visitors Scheme Expansion Program provides regular one-to-one culture/language appropriate Volunteer Community Visitors to culturally and linguistically diverse (CALD) recipients of Home Care Packages living in the Eastern Metropolitan Region of Melbourne who are experiencing or at risk of social isolation or loneliness. Funded by the Department of Social Services, this program also provides a regular culture/language appropriate volunteer visitor to a group of two or more CALD residents in an Australian Government subsidised aged care home who have been identified by their aged care provider as needing companionship.

In 2016/2017, 33 CALD Home Care Package recipients received regular MIC community volunteer visits under the program and 19 CALD residents living in Australian Government subsidised aged care homes received regular visits from MIC community visitors after being identified as needing companionship by their aged care provider.



Senior's group – September 2016

The program had 36 bilingual volunteers who spoke Arabic, Bosnian, Burmese, Cantonese, Croatian, Dari, Farsi, French, German, Greek, Hakha Chin, Hindi, Hokkien, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Malay, Mandarin, Mizo, Serbian, Singhalese, Spanish, Tagalog, Tamil, Urdu, Vietnamese and Zomi.

Access and Support Program (A&S)

In 2016/17 the MIC received funding from the Victorian Government under the Home and Community Care Program for Younger People with disability (HACC PYP) and the Commonwealth Government under the Commonwealth Home Support Program (CHSP) for older people to deliver the Access and Support (A&S) Program.

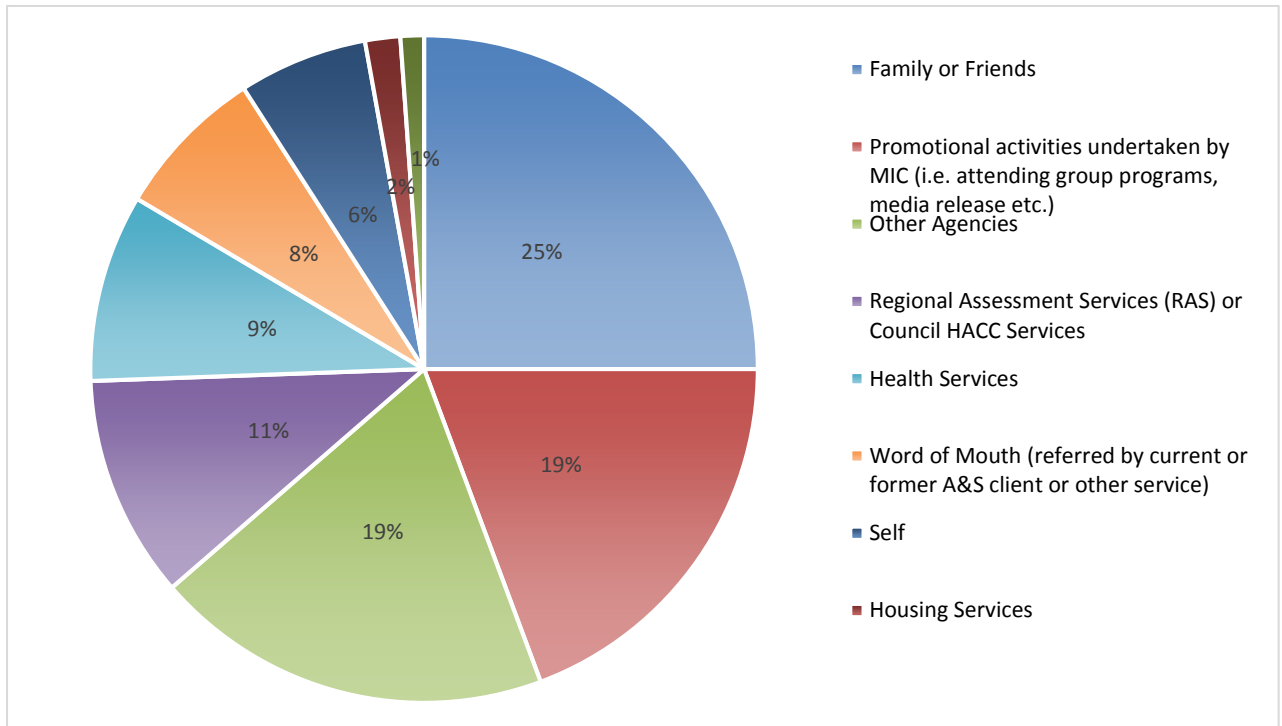
The A&S Program works with older people, people with disabilities and their carers who have difficulty accessing HACC PYP, CHSP and other services due to their diversity. Diversity is defined as people from culturally and linguistically diverse (CALD) backgrounds, Aboriginal and Torres Strait Islander backgrounds, people experiencing or at risk of homelessness, dementia and financial hardship and people from the LGBTIQ communities.

The program provides short term, individual support to help people to remain living at home independently. The program targets people who have dementia, speak a language other than English, are Aboriginal or Torres Strait Islander, have financial difficulty, are at risk of homelessness, or identify as gay, lesbian, bisexual, transgender or intersex. The MIC A&S Program is one of approximately 50 similar programs in Victoria and one of 7 in the Eastern Metropolitan Region (EMR).

Direct Client Services

Referrals and Clients

In 2016/2017 MIC received a total of 176 new referrals. Of those, 34 (19%) of referrals were through promotion of the program to groups and assertive outreach, 34 (19%) from other agencies and 44 (25%) from family members and friends, the latter representing the largest percentage of referrals received. A further 8% accessed the program through word of mouth.

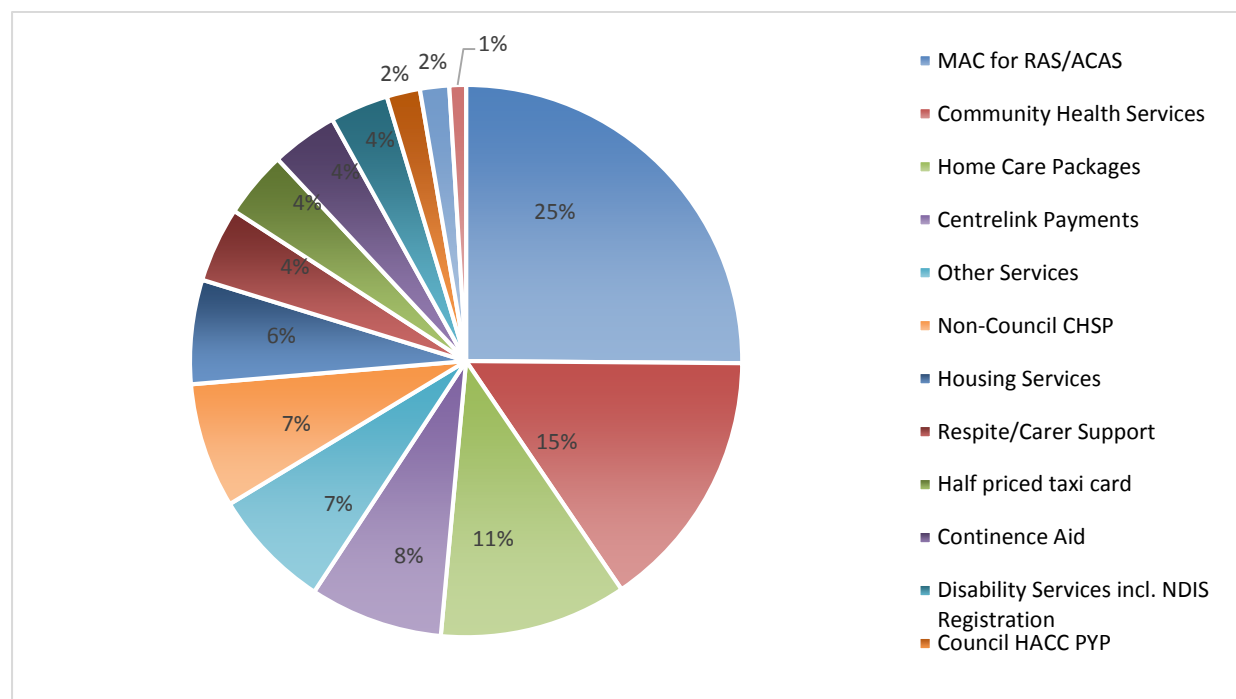
Figure 6: A&S Sources of Referrals

Diversity Issues

In 2016/2017 the A&S program assisted clients experiencing difficulties to access CHSP and HACC services due to a range of different diversities. Many clients had complex needs and multiple diversities e.g. CALD and dementia, CALD and disability and CALD and at risk or experiencing homelessness.

Outgoing Referrals and Services Accessed by Clients

A total of 410 referrals were made to external services and programs on behalf of A&S clients in 2016/2017. This included 103 (25%) to My Aged Care (MAC) for registration and assessment, 63 (15%) to Community Health Services, 45 (11%) to Home Care Package Providers, 32 (8%) to Centrelink, 30 (7%) to other CHSP services such as Social Support, Royal District Nursing Service, and 25 (6%) to housing support services.

Figure 7: A&S Outgoing Referrals

With the assistance of the A&S program, in 2016/2017:

- 103 clients were registered with My Aged Care (MAC)
- 78 clients were assessed by the Aged Care Assessment Services (ACAS).
- 57 clients received Commonwealth Home Care Packages
- 48 clients received allied health services such as physiotherapy, occupational therapy etc.
- 26 clients accessed other non-council CHSP/HACC social support services such as Planned Activity Groups (PAG), Volunteer Visiting, Pet Pal programs and Volunteer Transport programs
- 25 clients received Centrelink Payments such as the Age Pension, Disability Support Pension, Carer Payment and Allowances
- 20 clients accessed Council CHSP services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance
- 16 clients were assisted to link in with appropriate housing support services
- 14 clients were approved for the Multi-Purpose Taxi Program (MPTP)
- 10 clients received health services such as nursing
- 9 clients received assistance from disability support services
- 8 clients received Council HACC PYP services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance
- 8 clients received respite and carer support services
- 8 clients received Continence Aids Payments
- 7 clients were assessed by the Regional Assessment Services (RAS)
- 7 clients obtained a Council Disability Parking Permit

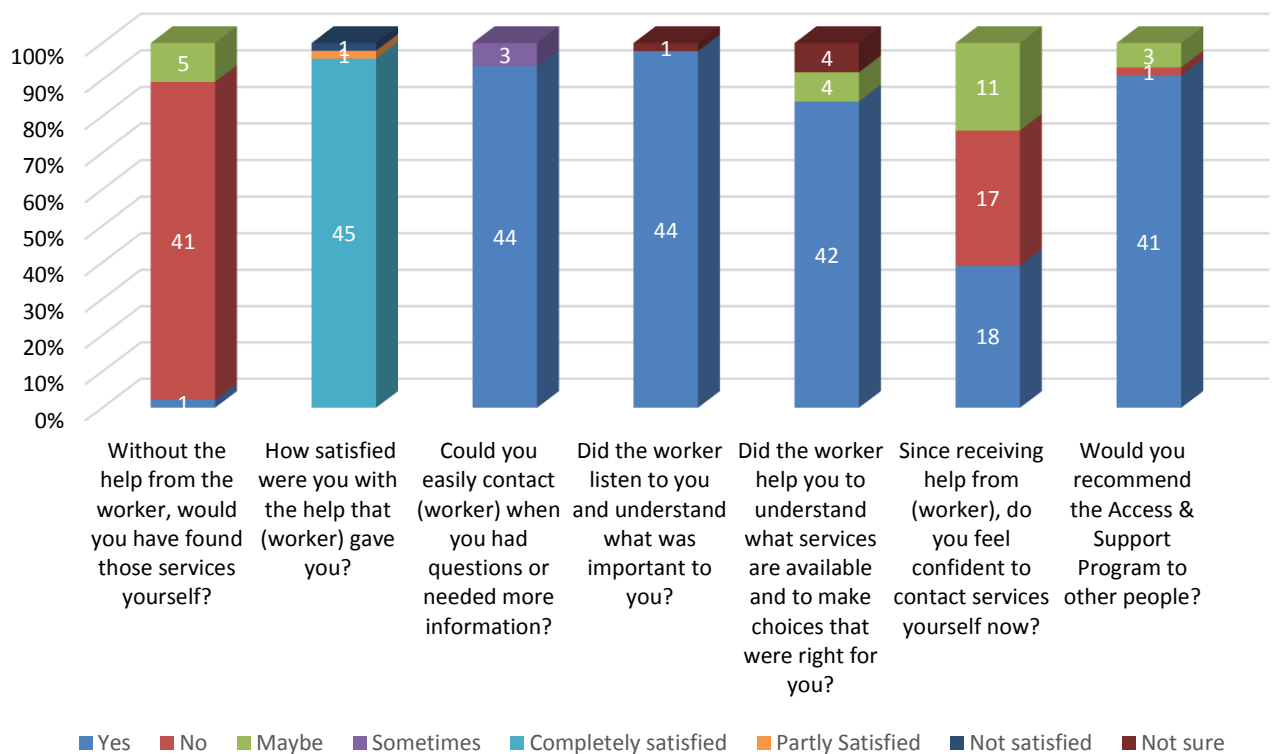
- 3 clients received dementia support services
- 3 clients received mental health support services
- 20 clients received other services such as counselling, power of attorney, English language programs, exercise programs, church volunteer gardening services, senior citizen's clubs and other social support programs

Client Feedback

The Access and Support Program surveys clients who have exited the program by telephone. Telephone interpreters were used to receive feedback from non-English speaking clients. In 2016/2017, 47 clients completed the survey and the feedback was largely positive.

Feedback indicates that 96% of clients were completely satisfied with the help they received from A&S and 87% stated they would recommend the service to other people.

Figure 8: A&S Client Feedback Summary from July 2016 to June 2017



Comments from clients included:

- *I'm completely satisfied. (The worker) helped me apply for Newstart. Although she could be busy sometimes but I could always email her and she replied to me.*
- *I'm completely satisfied. (The worker) provided me with everything I requested, helped me fill in forms and applications because I don't understand the language.*
- *(The worker) referred me to get home maintenance as I am not confident to contact services on my own.*
- *(The worker) gave me information which would help my mother-in-law living at home.*
- *We are completely satisfied. (The worker) was very helpful, awesome lady, we got everything we needed, my mother is very happy. We now know we can use the interpreter line too if we want to contact services.*
- *I am 110% satisfied with her services, she was a great help. She gave us lots of options and helped to find one that was the best for us.*
- *(The worker) talked to us and provided information, put us in contact with the right services, helped with interview with the council, aged care package provider.*
- *She helped me with all the paper work and without her help I wouldn't be able to get anything.*
- *It was very easy to contact her; every time I need her I could always call. She gave me handouts on the services that were available for me which had really helped.*
- *(The worker) was great! She spoke the same language which was very helpful.*
- *(The worker) gave (my parent) options so they can make decisions; very helpful and kind, was a great service.*
- *We thank you from our hearts for the help you've given us. We have been in Australia for a while and we never been offered nearly as much help from others. The fact that you were able to offer us so much support demonstrates how valuable you are as a human being. There is a Chinese saying: 'Kindness leads to a good return.' We bless you with our gratitude.*
- *Service was very good and whenever she had any questions or issues she could always contact (the worker)*
- *Whenever my wife has any questions or issues, she contacts (the worker) and he is always very helpful. Thank you!*
- *Completely satisfied, my husband was in aged care before and when he came home and it was very difficult to help. The worker was very kind and helpful to get services for him.*

Non Direct Client Work

Promotion

In 2016/2017, the A&S Program continued to be promoted to both community members and service providers in the EMR. Promotional activities undertaken included formal and informal presentations about My Aged Care, CHSP, HACC PYP and A&S to seniors groups, participation at Expos, and outreach to older people at bus stops and those living in Supported Residential Services (SRS).

Secondary consultations and working with the services system

Part of the A&S Program role is to assist other service providers with information and advice about working with a particular community group or individual to provide the best possible service; to assist other services to improve their services to meet the needs of people whose diversity can be a barrier for accessing services.

In 2016/2017 these included:

- Information and secondary consultations to agencies including Community Health Services, Aged Care Assessment Services, Councils, Home Care Package providers, CHSP service providers, disability support services, HARP program at hospitals, carer support services, public and community housing support services, neighborhood houses, hospital social workers, aged care homes and mental health services such as Partners in Recovery (PIR)
- Working with SRS managers to assist SRS residents to access HACC PYP, CHSP, mental health, allied health, ACAS, home care packages and other aged care services
- Working with CHSP service providers to establish multicultural social support groups

Arabic Speaking Women's Group

In 2016, the Arabic Speaking Women's Social Group, funded by the Department of Health and Human Services was established. This program provided Arabic speaking women with social, recreational and information sharing opportunities.

A total of fifteen women participated in the program, with an average of nine women attending each session. Ethnicities of the women attending included Egyptian, Iraqi, Lebanese, Palestinian and Syrian from Muslim Sunni and Shiite, as well as Christian Catholic and Coptic Orthodox faiths. Weekly sessions included healthy exercise such as tai chi, yoga and belly dancing; information presentations about accessing support, after-hours health care, wills and power of attorney. The program also included outings and excursions, as well as opportunities for women to make new friends and socialise with others who speak their language.

Participants reported 100% satisfaction with the program and a commitment to be involved in similar future programs.

Fundraising and Awards

Hannah Kinross Fund

In August 2009 Hannah Kinross, a MIC staff member was tragically killed in a plane crash whilst preparing to walk the Kokoda Track in Papua New Guinea. In Hannah's memory the MIC and her family established the 'Hannah Kinross Fund' that is used to assist young people from refugee and migrant backgrounds to participate in sports and other healthy activities. In 2016/2017 \$2455 was raised through fundraising for the Hannah Kinross Fund. The fund assisted five young people to join local sports clubs, enhancing their settlement through providing an opportunity for them to participate in social and recreational activities with other young people in their local area.

In Hannah's memory, the MIC also presents an award to the staff member whose work over the previous 12 months best reflects the mission of the MIC. The Hannah Kinross Award for 2016/2017 was awarded to Virginie Charoux Mindiel.

Settlement Support Fund

In 2003/2004 the MIC established a Trust Fund – the Settlement Support Fund – for our work in supporting migrants and refugees in the region and in particular recently arrived refugee families. Donations to the trust fund are tax deductible. In 2016/2017 \$6162 was raised through fundraising for the Settlement Support Fund. Fundraising activities included a film afternoon in October 2016 at Cinema Nova in Carlton and two sausage sizzles at Bunnings. In 2016/2017 support was provided to families in the form of food vouchers and assistance to meet unexpected costs.

Representation on Advisory Groups

The MIC provided information and advice on the needs of the client group through attending meetings, making presentations and participating on networks. These included, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Migrant Settlement Committee, CCOEI Refugee Health Forum Working Group, AMES Local Area Coordination, Yarra Valley Community Advisory Group, Boroondara Volunteer Resource Centre Network, Together for Equality and Respect, Eastern Metropolitan Region Alliance, Outer Eastern Refugee Health Network, Cultural Partnerships Reference Group and Roadsafe Eastern Metro.

Assistance to Agencies

MIC staff delivered 11 **workshops** to local agencies to promote the service needs of recently arrived client groups and to discuss best practice service delivery for this demographic. Over 350 staff from local services attended the workshops.

Assistance was also provided to **support services** work with individual clients. Work in this area included providing information on social and support groups for different communities and where to access bilingual professionals.

MIC distributes a bi-monthly newsletter titled “**Eastern Multicultural News**” to over 400 email addresses. The newsletter provides information on upcoming MIC programs as well as on new initiatives for CALD communities.

The MIC’s website www.miceastmelb.com.au was redeveloped in 2016/2017 to provide a more user friendly access to information about our services, referral links to programs and cultural and linguistic resources. The site includes information about demographic data, cultural resources and copies of MIC reports and client feedback.

Volunteer Program

Funded by the Australian Government, Department of Social Services Settlement Grants Program, the MIC’s Volunteer Program provides opportunities to assist eligible migrants, refugees and humanitarian entrants to successfully settle in the Eastern Region of Melbourne. The MIC volunteers support newly arrived people from migrant and refugee backgrounds to become more self-reliant and help them gain life skills to participate more fully in Australian life. Such interaction offers opportunities for cross cultural interchange on a personal level, whilst providing much needed practical support to MIC clients.

In 2016/2017, 85 MIC volunteers assisted MIC clients. This support included assisting clients to access local recreational programs and services, public transport orientation, attending medical and other appointments, one to one tutoring, driving mentoring, as well as a wide range of group focussed MIC activities such as primary and secondary school homework support programs, playgroups, holiday programs, swimming programs, “Cool Kids and Rainbows” therapeutic children’s programs, sporting events and group information sessions.

On Saturday 3rd December 2016, MIC’s annual **Social Event** was held at Ringwood Lake Park bringing together volunteers, clients and staff in a celebration acknowledging the support of MIC volunteers. The event included an Award Ceremony where certificates were awarded to MIC volunteers, cheered on by MIC clients and their families who all enjoyed a BBQ lunch and entertainment which included musical performances and dancing performed by multicultural communities and groups. Over 150 people attended the event.

The Year Ahead

Direct Client Services

In 2017/2018 MIC will continue to provide services to individuals, families and communities from CALD backgrounds residing in the Eastern Metropolitan Region of Melbourne. Our work will include services to assist recently arrived humanitarian entrants and family stream migrants with low English language proficiency to successfully settle in the region.

We will provide assistance to people who face barriers to accessing the Commonwealth funded Community Home Support Programme and State Government funded disability services.

We will continue to provide migration advice, homework support groups, playgroups and an outreach service at four local Secondary Colleges as well as at Swinburne TAFE, Croydon.

We will offer employment focussed casework services for adults and young people to assist clients to secure employment or access education and training.

We will continue to provide support to women from CALD communities who have experienced, are experiencing or are at risk of experiencing family violence.

We will recruit volunteers to assist families and individuals to successfully settle in the Eastern Metropolitan Region of Melbourne.

We will recruit volunteers to visit socially isolated older people from CALD communities who are in receipt of Commonwealth funded aged care packages or who are living in residential care.

We will update our database to improve our case management systems so we can better serve our clients more efficiently.

Services to Migrant and Refugee Communities

The MIC will continue to work with newly arrived communities including people from the Hakha Chin, Falam Chin, Karen, Mizo, Zo and Zomi communities of Burma, Iran, Syria, Pakistan and China, amongst others. Information sessions on a number of topics will be held, including financial literacy, healthy eating and healthy lifestyles, parenting, the education system in Victoria and employment related topics.

We will offer driving programs and subsidised driving lessons to recently arrived refugees and family stream migrants with low English proficiency.

We will continue to offer specific life skills programs including healthy lifestyles programs, financial literacy programs, excursions and activities to increase civic participation and increase access to and confidence with transport.

We will facilitate two women's group to support women who have experienced, are experiencing or are at risk of experiencing family violence.

We will hold family relationships programs for couples to strengthen their relationships and increase their understanding of gender equity in the prevention

We will facilitate 3 Respectful Relationships Programs in 3 secondary schools, targeting young people aged 12 to 16 years from refugee backgrounds to increase their knowledge of respectful relationships within an Australian cultural and legal context and challenge their traditional beliefs about the roles of men and women that reinforce gender inequality, male domination and violence against women.

We will facilitate 2 programs to address men's behaviour that can lead to men using violence against women and children.

We will hold a number of programs specifically for young people and children to assist in their settlement in Australia, including six weekly homework support programs, two Cool Kids and

Rainbows programs, a healthy relationships program in schools, peer support programs for young people and a range of other programs and services.

We will continue to hold the Migrant Communities Network to assist us to identify the service needs of refugees and family stream migrants with low English language proficiency and to develop and implement strategies to meet identified needs.

We will assist refugee communities to strengthen their ability to support their community members through a range of activities including governance support and leadership training.

We will train community leaders and pastors from Burmese communities to better understand mental health and support community members with mental illness.

We will introduce members of the Hakha Chin community in Yarra Ranges to new sporting and healthy activities to promote health and wellbeing.

Services to Agencies

In 2017/2018, the MIC will continue to provide support to assist local agencies to provide services that better meet the needs of CALD communities. Our work in this area will include delivering training sessions on different cultures as well as general cultural awareness training for agencies. We will also hold forums on the needs of our clients and strategies to meet these needs.

We will continue to provide advice to agencies to assist them to provide services to CALD communities as well as to update our webpage with information and resources to support agencies to plan and deliver culturally sensitive services.

Director's Report

Your Directors present this report on the entity for the financial year ended 30 June 2017.

Directors

The names of each person who has been a Director during the year and to the date of this report are:

Mr Peter McPhee (Chairperson)
Mr Akbar Akbarzadeh
Ms Viviane Chemali (Appointed 1st April 2017)
Ms Gitta Clayton (Resigned 31st March 2017)
Mr Tony Daquino (Appointed 1st April 2017)
Mr Sudharma Hiremath (Appointed 1st April 2017)
Mr Kai Leung
Mr Mark Melican
Ms Fiona Purcell (Resigned 31st March 2017)
Mr Tony Robinson

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activity of the Company during the financial year was to provide services for refugees and migrants to support their settlement and strengthen their equity of access to the services and opportunities that Australia has to offer.

Short term objectives

The entity's short term objectives are to:

- Deliver post-arrival services relevant to new migrants and refugees in the Eastern Metropolitan Region of Melbourne, to ensure effective local settlement and orientation
- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness

Long term objectives

The entity's long term objectives are to:

- Enhance direct provision of settlement services to migrants in the Eastern Metropolitan Region of Melbourne.
- Enhance existing links with and between a range of service providing agencies in the Eastern Metropolitan Region of Melbourne
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the Eastern Metropolitan Region of Melbourne and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls.
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services.
- Investigate technology-based solutions for the provision of information on services available within the Eastern Metropolitan Region of Melbourne to the wider community.

Strategies

To achieve these objectives, the entity has adopted the following strategies:

- The entity strives to attract and retain grant funding from government (both Commonwealth and State) in order to resource services for client groups
- The entity has established reporting arrangements to ensure that the governance structure is well informed for monitoring, planning and decision-making
- The entity strives to attract and retain quality staff and volunteers who are committed to working with migrants and refugees, and this is evidenced by low staff turnover. The entity believes that attracting and retaining quality staff and volunteers will assist with the success of the entity in both the short and long term.
- Staff and volunteers are committed to providing the best possible outcomes on behalf of migrants and refugees with whom the organisation is involved. This is evidenced by the success of new and existing programs in support of migrants and refugees. Committed staff and volunteers allow the entity the ability to engage in continuous improvement.
- The entity's staff and volunteers strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders. This is evidenced by the performance of staff and volunteers against these accountabilities, and ensures staff are operating in the best interests of migrants, refugees and the entity.
- The entity builds partnerships with a range of community stakeholders, and this is evidenced by ongoing support of the entity's projects and initiatives. The entity ensures community stakeholders understand and are supportive of the objectives of the entity through ongoing communication and education.

How the entity's principal activities during the year assisted in achieving the entity's objectives

Examples of activities that assisted in achieving the entity's objectives included:

- Settlement services were provided to individuals on over 6600 occasions to over 1700 individuals. People accessing these services were born in over 30 different countries. The largest numbers of people contacting the service were from Burma, Iran and China.
- Private rental housing was secured for 54 families.
- One hundred and six information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included Centerlink payments, the education system and employment, women's health, using public transport, life in Australia, budgeting and saving and democracy and voting. Over 2800 people attended the information sessions over the period.
- Six homework support programs were offered at the Croydon, Ringwood (REALM) and Mooroolbark libraries and three primary schools in Croydon, Heathmont and Mooroolbark on a weekly basis during school terms. An average of 118 students attended the programs on a weekly basis. The groups were supported by over 20 volunteers.
- Assistance was provided to 213 people to access Aged Care Services.
- Visiting over 30 socially isolated older people living in residential care or at home with the support of Commonwealth funded aged care packages.
- Two eight-week programs were delivered for Iranian and Falam Chin women who had experienced, were experiencing or who were at risk of experiencing family violence – an average of six women attended each session.
- Holding two family relationship programs for couples, then for the men and women separately with an average of nine couples attending each session.
- Eighty-five volunteers assisted our clients to successfully settle.

Performance measures

The entity measures its performance both qualitatively and quantitatively. Examples of measures used include:

- Number of individual clients who receive services
- Number of contacts between clients and the entity's staff
- Number of individuals attending information sessions held by the entity
- Feedback from clients on their satisfaction with the services provided by the entity.

MIC Directors

Mr Aliakbar Akbarzadeh

Appointed: 01/04/02, reappointed on 01/04/05, 01/04/2008, 01/04/2011, 01/04/2014 and 01/04/2017

Aliakbar is Professor and Leader of the Energy Conservation and Renewable Energy Group in the School of Aerospace, Mechanical and Manufacturing Engineering, RMIT University. Aliakbar has been actively involved in community activities for over 30 years. Aliakbar was a founding member (1982) of the Iranian Cultural School in East Doncaster where he was also a volunteer teacher for 15 years. He has served two years as the Vice President of the Iranian Society of Victoria and presently is the Vice President of the House of Persia Community and Cultural Centre. For the last 18 years Aliakbar has been also a volunteer with Do Care (Wesley Mission) looking after isolated elderly people.

Ms Viviane Chemali

Appointed: 01/04/2017

Experienced in policy, community development and stakeholder management, Viviane has worked for the Department of Education and Early Childhood as Senior Policy Officer, providing policy advice and managing programs to improve students' career transition to further education, training and employment. She also worked as Career and Assessment Advisor for newly arrived skilled migrants, and on the design, management and implementation of career related development programs for the tertiary sector. Viviane has also lectured and tutored in political sciences and languages in the tertiary sector.

Ms Gitta Clayton

Appointed: 01/05/2015, Resigned: 31/03/2017

Gitta is the Volunteer Coordinator at AMES. Gitta has worked in the Eastern Region with AMES since 1999 and has a strong understanding of refugee and migrant settlement needs. Gitta is also a member of The Hope Project. The Hope Project assists and supports Karen refugees on the Thai/Burma border and in areas of internally displaced people in Burma.

Mr Tony Daquino

Appointed: 01/04/2017

Tony has worked in the Eastern Region for over 20 years. He is currently the Managing Lawyer of the Outer Eastern Regional Office of Legal Aid. Tony has extensive experience in working with people who are disadvantaged. He has served on a number of Boards including Connections and Eastern Community Legal Service. Tony's academic qualifications include a Bachelor of Laws and Graduate Diploma in Innovation and Service Management.

Mr Sudharma Hiremath

Appointed: 01/04/2017

Sudharma has extensive experience in managing corporate and operational services in both the commercial and not for profit sectors, and has worked across three continents and has key interests in the areas of housing/homelessness, domestic violence and the settlement of new migrants. Sudharma's strengths include strategy, corporate governance, risk and compliance, and operations. Sudharma's academic qualifications include an Executive Master of Business Administration, a Post Graduate Diploma of Applied Corporate Governance and a Bachelor's Degree in Alternative Medicine. Currently Sudharma is the Corporate Services Manager at Launch Housing and is an Associate Member of the Governance Institute of Australia (AGIA) and Institute of Chartered Secretaries and Administrators (ICSA).

Mr Kai Leung, Deputy Chairperson

Appointed: 01/04/2014, reappointed 01/04/2017

Kai currently practises law as a partner in a Melbourne-based law firm. Before becoming a lawyer, he spent more than 10 years managing corporate services as CFO of public-listed and private companies. He has a strong interest in the successful settlement of migrants and refugees. Kai read law at Monash University, holds an MBA and a BBus, and is a Fellow of CPA Australia.

Mr Mark Melican

Appointed: 01/03/2015, reappointed 01/04/2017

Mark is the Principal of Blackburn English Language School which has 2 campuses one in Blackburn and a second in Croydon North. Mark has over 25 years' experience in teaching with a focus on teaching English as a second language.

Mr Peter McPhee, Chairperson

Appointed: 01/04/2005 and re appointed 01/04/2008, 01/04/2011, 01/04/2014 and 01/04/2017
Peter has extensive experience in managing community based organisations. Peter was a director of the MIC's first board; he was a director of Vasey RSL Care and RSL Veterans and Widows Trust. Peter is a former Chairman of the Australia Day Council (Vic) Inc and an active member of Rotary.

Ms Fiona Purcell, Secretary to 31/03/2017

Appointed: 01/04/2008 and re appointed 01/04/2011 and 01/04/2014, Resigned: 31/03/2017
Fiona has a Masters of Education Leadership and Management and has been secretary of the Migrant Information Centre (Eastern Melbourne) since April 2008. Fiona has many years' experience in the educational sector. Fiona is currently the Executive Officer of the Outer Eastern Local Learning and Employment Network and has been in this position for eleven years. Fiona has worked extensively with young people including young people from culturally and linguistically diverse backgrounds. Fiona also has extensive experience as a board member for a number of not for profit organisations.

Mr Tony Robinson, Secretary from April 2017

Appointed: 01/04/2016, reappointed 01/04/2017

Prior to joining the Brotherhood of St Laurence, Tony worked in politics for 20 years. Starting as an electorate officer, he served as private secretary to the then opposition leader John Brumby before entering the Victorian Parliament as the member for Mitcham in 1997. Over 13 years he served as Parliamentary Secretary, Parliamentary Committee Chair and Cabinet Secretary and between 2007 and 2010 Minister for Consumer Affairs, Gaming and Assisting with Veterans. As a Minister Tony was involved in major reforms to the state's liquor and gaming industries as well as assisting with the establishment of the new Australian Consumer Law and the transfer of credit responsibility to the Commonwealth.

Company Secretary

Ms Fiona Purcell was appointed Company Secretary on 19th March 2008. After Fiona's resignation from the Board in March 2017, Mr Tony Robinson was appointed Company Secretary on 19th April 2017.

Meetings of Directors

During the financial year, 11 meetings of directors were held. Attendances by each Director were as follows:

	Directors Meetings	
	Number eligible to attend	Number attended
Mr Akbar Akbarzadeh	11	9
Ms Viviane Chemali	3	3
Ms Gitta Clayton	9	5
Mr Kai Leung	11	11
Mr Tony Daquino	3	3
Mr Sudharma Hiremath	3	3
Mr Mark Melican	11	8
Mr Peter McPhee	11	9
Mr Fiona Purcell	9	6
Mr Tony Robinson	11	10

Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the company. At 30 June 2017 the number of members was 34. The total members' guarantee amounted to \$340 (2016: \$290).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year 30 June 2017 has been received and can be found at the end of the financial report.

Signed in accordance with a resolution of the Board of Directors.



Peter McPhee

Dated this 18th day of October 2017

Statement of Comprehensive Income for the Year Ended 30 June 2017

	2017	2016
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
Department of Social Services	1,646,794	1,784,681
DIBP- IAAAS	-4,411	17,763
DHHS	346,881	246,987
City of Boroondara	2,500	2,500
City of Monash	1,801	3,901
City of Whitehorse	804	4,916
City of Manningham	11,801	-
CMY	-	28,121
Maroondah City Council	2,604	15,887
VMC-OMAC	176,535	181,452
Settlement Support Fund	7,176	5,916
VicRoads	26,707	32,030
Yarra Ranges Council	8,065	4,310
Interest	12,352	22,239
Other income	15,786	22,107
TOTAL REVENUE	2,255,395	2,370,810

**Statement of Comprehensive Income
for the Year Ended 30 June 2017**

EXPENSES	Note	2017	2016
		\$	\$
Employee Benefits Expenses			
Professional Development		8,158	10,265
Recruitment Staff		196	64
Superannuation		151,884	154,277
Wages & Salaries		1,485,997	1,508,052
Holiday Pay		122,689	122,482
Work Cover		21,562	16,218
Long Service Leave		64,161	27,843
Total Employee Benefits Expenses		1,854,647	1,839,201
Depreciation Expenses		12,273	11,525
Other Expenses from Ordinary Activities			
Audit		4,379	5,924
Board Expenses		429	516
Bank Charges		713	995
Computer System (excl capital expenses)		10,823	26,955
Dues & Subscriptions		2,743	4,776
Office Equipment		12,408	22,294
Insurances		6,384	7,752
Motor Vehicle Expenses		20,402	23,369
Photocopier		2,641	1,605
Postage		2,043	4,805
Rent & Utilities – Office		70,537	67,052
Stationery		12,081	25,780
Telephone		19,598	22,909
Service Delivery - Interpreting & Translating		12,983	16,232
Service Delivery - Meeting Expenses		38,777	60,356
Service Delivery - Direct Client Support		5,406	4,327
Service Delivery - Printing		1,877	4,675
Service Delivery - Volunteer Expenses		3,251	5,690
Venue Hire		32,719	56,104
Facilitators/Speakers Payment		28,191	48,441
Catering/Refreshments		28,579	31,897
Transport Subsidies/Expenses		11,851	21,884
Other Expenses		59,392	55,510
Total Other Expenses		388,207	519,848
TOTAL EXPENSES		2,255,127	2,370,574
Current Year Surplus		268	236
Other Comprehensive Income		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	3	268	236

The accompanying notes form part of these financial statements.

**Statement of Financial Position
for the Year Ended 30 June 2017**

ASSETS	2017 \$	2016 \$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	329,387	89,310
Settlement Support Fund 6511	5,413	1,190
Business Maximiser Acc 4893	445,598	451,370
Investment Cheque Acc 82-335-9479	178,729	111,770
Petty Cash	428	2,671
Total Cash on Hand	959,555	656,311
Investments		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 13-613-4593	200,000	200,000
Term Deposit NAB 82-632-8838	20,000	20,000
Receivables	9,817	40,349
Payment in Advance	-	6,008
Total Current Assets	1,289,372	1,022,668
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	62,142	62,142
Less Accumulated Depreciation	(62,142)	(62,142)
Total Computer Equipment	0	0
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(18,783)	(17,918)
Total Furniture and Fixtures	5,477	6,341
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	9,000	7,667
Less Accumulated Depreciation	(2,250)	(7,667)
Total Fax & Photocopier	6,750	0
Office equipment		
Office Equipment at Cost	672	672
Less Accumulated Depreciation	(672)	(574)
Total Office equipment	0	98
Motor Vehicle		
Motor Vehicle at Cost	55,788	68,311
Less Accumulated Depreciation	(15,690)	(15,813)
Total Motor Vehicle	40,098	52,498
Total Fixed Assets	52,324	58,937
TOTAL ASSETS	1,274,412	1,081,605

**Statement of Financial Position
for the Year Ended 30 June 2017**

LIABILITIES	2017	2016
	\$	\$
Current Liabilities		
Trade Creditors	67,284	-
Grants in Advance	683,331	534,067
FBT Salary Sacrifice	7,404	2,589
GST Liabilities	2,051	523
Payroll Liabilities		
Holiday Pay Accrual	71,157	65,302
Superannuation	41,971	42,428
Long Service Leave	327,457	245,256
PAYG Withholding	17,035	16,913
Non Current Liabilities		
Long Service Leave	33,103	81,800
Total Payroll Liabilities	490,723	451,699
Provisions		
Provision – Auditor	-	1,981
Provision - Recruitment	1,586	1,696
Total Provisions	1,586	3,677
TOTAL LIABILITIES	1,252,379	992,555
NET ASSETS	89,318	89,050
EQUITY		
Retained Earnings	89,050	88,814
Current Year Surplus/Deficit	268	236
TOTAL EQUITY	89,318	89,050

The accompanying notes form part of these financial statements.

**Statement of Changes in Equity
for the Year Ended 30 June 2017**

	\$ Retained Earnings	\$ Other Reserves	\$ Total
Balance 1 July 2015	88,714	100	88,814
Surplus for the year	236	-	236
Balance 30 June 2016	88,950	100	89,050
Balance 1 July 2016	88,950	100	89,050
Surplus for the year	268	-	268
Balance 30 June 2017	89,218	100	89,318

The accompanying notes form part of these financial statements.

**Statement of Cash flow
for the Year Ended June 2017**

	Note	2017 \$	2016 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,621,903	2,409,044
Miscellaneous Income		4,590	2,222
Interest Received		12,352	22,239
Payments to Suppliers and Employees		(2,357,555)	(2,558,108)
Net cash (used in)/generated from operating activities	5	(301,290)	(124,603)
Cash Flows from Investing Activities			
Proceeds from sale of Motor Vehicle		10,954	-
Purchases of Office Equipment		(9,000)	-
Net cash used in investing activities		1,954	-
Net increase / (decrease) in cash held		303,244	(124,603)
Cash at beginning of period		656,310	800,913
Cash at end of Financial Year		959,555	656,311

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the year ended 30 June 2017

General information

The financial statements cover Migrant Information Centre (Eastern Melbourne) Limited as an individual entity. The financial statements are presented in Australian dollars, which is Migrant Information Centre (Eastern Melbourne) Limited's functional and presentation currency.

Migrant Information Centre (Eastern Melbourne) Limited is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is:

Suite 2, 27 Bank Street

Box Hill VIC 3128

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 18th October 2017. The directors have the power to amend and reissue the financial statements.

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation

In the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 requirements to prepare financial statements to the members of Migrant Information Centre (Eastern Melbourne) Limited. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Migrant Information Centre (Eastern Melbourne) Limited.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1031 'Materiality', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities that qualify for and apply differential reporting concessions.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

a) Revenue

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

At financial year end, all grant receipts unspent are recognised as grants in advance.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised when received.

All revenue is stated net of the amount of goods and services tax (GST)

b) Plant and Equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

c) Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Computer	20-50%
Furniture & Fixtures	10-50%
Office Equipment	10-50%
Motor Vehicle	12.5%-25%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

d) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair amount less costs to sell and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss.

e) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled. In determining the liability, consideration is given to employee wage increases.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

f) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

h) Income Tax

No provision for income tax has been raised, as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

i) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

j) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

When the company applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

k) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period which remains unpaid. The balance is recognised as a current liability with the amount being normally paid within 30 days of recognition of the liability.

l) New, revised or amending Accounting Standards and Interpretations adopted

The company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Note 2. Critical accounting judgement, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Estimation of useful lives of assets

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimate future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of pay increases through promotion and inflation have been taken into account.

Note 3: Allocation of Surplus

	2017	2016
	\$	\$
Monies Carried forward for Service Brochures	268	236
Total	268	236

Note 4: Events Subsequent To Reporting Dates

Since the end of the financial period there have been no events which could materially affect the results of the company for the financial period, or its state of affairs at balance date.

Note 5: Cash Flow Information**Reconciliation of cash flows from operations with operating surplus:**

	2017	2016
	\$	\$
Operating Surplus	268	236
Non-cash flows in operating surplus:		
- Depreciation	12,273	11,525
- Profit/(Loss) on Disposal of Non-Current Assets	(7,615)	1,798
Changes in Assets and Liabilities:		
- Decrease/(Increase) in Receivables	30,532	22,518
- Increase/(Decrease) in Auditor Provision	(1,981)	281
- Decrease/(Increase) in Payment in Advance	6,008	12,755
- Increase /(Decrease) in Trade Creditors	67,284	-
- Increase /(Decrease) in Payment in Arrears	-	(6,297)
- Increase/(Decrease) in Provisions	(110)	-
- Increase/(Decrease) in Grant in Advance	149,264	(181,075)
- Increase/(Decrease) in Payroll Liabilities	39,024	22,199
- Increase/(Decrease) in Other Liabilities	6,343	(8,543)
Cash flows (used in)/provided by operating activities	301,290	(124,603)

Note 6: Remuneration of Auditors

During the financial year the following fees were paid or payable for services provided by RDL Accountants, the auditor of the company:

	2017	2016
	\$	\$
Audit of the financial statements	4,610	4,442
Grant Audits	1,700	1,200
	6,310	5,642

Note 7: Entity Details

The registered office of the company is:

Migrant Information Centre (Eastern Melbourne)
Suite 2, 27 Bank Street
Box Hill VIC 3128

The principal place of business is:

Migrant Information Centre (Eastern Melbourne)
Suite 2, 27 Bank Street
Box Hill VIC 3128

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 requirements to prepare financial statements to the members of Migrant Information Centre (Eastern Melbourne) Limited ;
- the attached financial statements and notes thereto comply with the Australian Charities and Not-for-profits Commission Act 2012, the Accounting Standards as described in note 1 to the financial statements, the Australian Charities and Not-for-profits Commission Regulations 2013 and other mandatory professional reporting requirements;
- the attached financial statements and notes thereto give a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

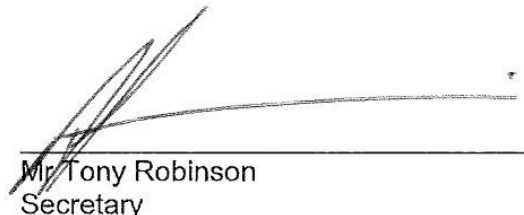
Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of Corporations Act 2001.

On behalf of the directors



Mr Peter McPhee
Chairperson

18th October 2017



Mr Tony Robinson
Secretary

18th October 2017

AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60 OF THE
AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE
DIRECTORS OF MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017
there have been:

- i. no contraventions of the auditor independence requirements as set out in the Australian
Charities and Not-for-profit Commission Act 2012 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.



Matthew Hung, CA
rdl.accountants
20th September 2017
Blackburn, Victoria

60-64 Railway Road, Blackburn 3130
PO Box 189, Blackburn 3130
t: (03) 9878 1477 f: (03) 9894 1798
contact@rdlaccountants.com.au
rdlaccountants.com.au
ABN 84 164 947 290
Liability limited by a scheme approved under Professional Standards Legislation



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED

Report on the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Migrant Information Centre (Eastern Melbourne) Limited (the company), which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

In our opinion the financial report of Migrant Information Centre (Eastern Melbourne) Limited has been prepared in accordance with Division 60 of the Australian and Not-for-profits Commission Act 2012, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the Australian and Not-for-profits Commission Act Regulation 2013 .

Basis for Opinion

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the ethical requirements of the Australian and Not-for-profits Commission Act 2012 and the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian and Not-for-profits Commission Act 2012 , which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Australian and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

60-64 Railway Road, Blackburn 3130
PO Box 189, Blackburn 3130
t: (03) 9878 1477 f: (03) 9894 1798
contact@rdlaccountants.com.au
rdlaccountants.com.au
ABN 84 164 947 290

Liability limited by a scheme approved under Professional Standards Legislation



Responsibilities of Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit
- procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

60-64 Railway Road, Blackburn 3130

PO Box 189, Blackburn 3130

t: (03) 9878 1477 f: (03) 9894 1798

contact@rdlaccountants.com.au

rdlaccountants.com.au

ABN 84 164 947 290

Liability limited by a scheme approved under Professional Standards Legislation



- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Matthew Hung, CA
rdl.accountants
18th October 2017
Blackburn, Victoria

60-64 Railway Road, Blackburn 3130
PO Box 189, Blackburn 3130
t: (03) 9878 1477 f: (03) 9894 1798
contact@rdlaccountants.com.au
rdlaccountants.com.au
ABN 84 164 947 290

Liability limited by a scheme approved under Professional Standards Legislation



