

Annual Report

2015 – 2016

Migrant Information Centre

Serving
Communities
Since 1999



“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 2015/2016

September 2016

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

ISBN 1876735791

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
Web Site: www.miceastmelb.com.au

TABLE OF CONTENTS

Executive Summary	1
Our Region	2
Our Vision	2
Our Values	2
Our Objectives	2
Our Service Model	3
Our Customers.....	3
Our Staff	3
Client Services	11
Community Projects	26
Aged and Disability Programs.....	31
Director's Report	38
Financial Statements	43

TABLE OF FIGURES

Figure 1: Issues presented by clients July 2015 – June 2016

Figure 2: Country of birth of clients July 2015 – June 2016

Figure 3: Settler arrivals in the Eastern Metropolitan Region July 2015 – June 2016

Executive Summary

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

- Newly arrived migrants and refugees and culturally and linguistically diverse (CALD) communities
- Local Agencies
- Local Community
- Local Businesses

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

Services in 2015/2016 included:

- Settlement services were provided to individuals on over 6000 occasions to over 1400 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 56 families.
- One hundred and fifty information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included Centerlink payments, the education system, 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, Knox and Mooroolbark libraries, (the Knox library program ended in March 2016 and a new program commenced at REALM in Ringwood) and three primary schools in Croydon, Heathmont and Mooroolbark on a weekly basis during school terms. An average of 142 students attended the programs on a weekly basis. The groups were supported by 20 volunteers.
- Assisting over 220 people to access Home and Community Care Services and other aged care and support services.
- Visiting over 40 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 firstly Arabic speaking women and secondly Iranian women who had experienced, were experiencing, or at risk of experiencing family violence – an average of seven women attended each program.
- Holding three family relationships programs with an average of seven couples attending each of the 24 sessions.
- Eighty volunteers assisting our clients to successfully settle.

The MIC employs 34 staff who speak 17 languages.

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

Our Region

The Migrant Information Centre (Eastern Melbourne) (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.



*Falam Chin Family Camp -
February 2016*

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 34 paid staff. Between them they speak 17 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:

Sue Herbst

Sue is the MIC's manager. Sue is responsible for the overall day to day management of the Centre.

Emma Belle

Emma is responsible for assisting young refugees and family stream migrants with low English language proficiency to successfully settle in the region. Emma's work is funded through the Australian Government's Settlement Services.

Jessica Bishop

Jessica assists refugees and family stream migrants with low English language proficiency to successfully settle in the region and has also worked with clients through Complex Case Support. Jessica works with refugee communities to build their capacity to support their members. Jessica took 12 months leave from October 2015.

Lorraine Busuttill

Lorraine is responsible for delivering three homework support programs in Croydon, Mooroolbark and Ringwood.

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 and homework support groups as well as providing support to families. Diana's work is funded through the Australian Government's Settlement Services.

Pui Yee Chan

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

Virginie Charoux Mindiel

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

Mervat Dahdoule

Mervat is the volunteer coordinator and the project worker for the Community Visitors Scheme project. Mervat speaks Arabic. Mervat's work is funded through the Department of Social Services.

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.

Sepideh Fallah

Sepideh co-facilitates two playgroups. Sepideh speaks Persian.

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's work is funded through the Australian Government's Settlement Services. Amber speaks Mandarin and Cantonese.

Geraldine Jeremiah

Geraldine is one of the project workers responsible for the Access and Support Program. This is a Department of Health funded program designed to assist frail aged and people with disabilities to access Home and Community Care (HACC) services who, due to their diversity, face barriers in accessing the services themselves. Geraldine speaks Bahasa Malaysian and Bahasa Indonesian.

Theresa Jolley

Theresa is responsible for assisting young refugees and family stream migrants with low English language proficiency to successfully settle in the region. This program is funded through the Australian Government's Settlement Services. Theresa resigned from the MIC in January 2016.

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.

Barbara Laug

Barbara is a project worker for the Refugee Action Program. This program works with refugee communities to build their capacity to settle successfully. The program is funded through the Victorian Government Office of Multicultural Affairs and Citizenship. 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.

Khuang Mang

Khuang is a project worker for the Refugee Action Program. 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. This program is funded through the Victorian Government Office of Multicultural Affairs and Citizenship.

Niquita Meyers

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 playgroups. Niquita's work is funded through the Australian Government's Settlement Services.

Steve Mung Munsuang

Steve is a project worker for the Refugee Action Program. Steve works with the Zomi community to build their capacity to settle successfully. The program is funded through the Victorian Government Department of Multicultural Affairs and Citizenship. 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.

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 young refugees 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.

Sawm Suante

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

Linda Tan

Linda is one of the project workers responsible for the Access and Support Program. Linda speaks Cantonese and Mandarin. Linda also delivered a recreational project with the residents of Heathmont Lodge.

Jessica Thompson

Jessica is responsible for assisting young refugees and family stream migrants with low English language proficiency 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 refugees and family stream migrants with low English language proficiency to successfully settle in the region. Randika's work is funded through the Australian Government's Settlement Services. Randika speaks Sinhalese.

Stephen Yang

Stephen is one of the project workers responsible for the Access and Support Program which is funded through the Department of Health and Human Services. 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. A third component of Stephen's work was to deliver computer skills training to older Chinese people. Stephen speaks Mandarin and Cantonese.

Wanling Zhang

Wanling is one of the project workers responsible for the Access and Support Program. 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 seven members. Following the resignation of Robert Colla as the MIC Chairperson in March 2016, the MIC's Board of Directors appointed Peter McPhee to the position.

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 2015/2016, the work of the MIC staff included:

Settlement Services

- Settlement services were provided on 6192 occasions to 1458 individuals. 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 2015/2016, 150 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-four excursions were undertaken with recently arrived refugee communities to local attractions accessible by public transport. These included trips to the Persian Fair, the Christmas lights in Melbourne, the beach and local libraries. An average of 42 people attended each excursion.
- Eighty volunteers were recruited, trained and supported to assist recently arrived refugee individuals and families to successfully settle.

Family Support Services

- Three family relationships programs of 24 sessions were held with the Falam Chin, Iranian and Karen communities.
- Five family camps were held at Rubicon and Phillip Island with over 140 people attending the camps.
- Eleven school holiday programs were held and over 350 children and young people participated.



Iranian Family Camp - September 2015

Children and Youth Services

- Six homework support programs were offered at the Croydon, Knox and Mooroolbark libraries, (the Knox library program ended in March 2016 and a new program commenced at REALM in Ringwood) and three primary schools in Croydon, Heathmont and Mooroolbark on a weekly basis during school terms. An average of 142 students attended the programs on a weekly basis. The groups were supported by 20 volunteers.
- Sixteen sessions of the Cool Kids and Rainbows program and four swimming programs for Cool Kids and Rainbows participants were held. An average number of 15 children attended each of the swimming programs and eight children the Cool Kids and Rainbows sessions. The Cool Kids and Rainbows program included a range of activities for children designed to strengthen their self-confidence and self-esteem.
- A number of programs were held with young people including a swimming program in partnership with Life Saving Victoria, a young men's program, a young women's program, driving program, leadership program and two employment programs.
- Five playgroups were held weekly during each school term with an average of 30 parents and children attending each session for two of the groups, nine for the third group and 23 for the fourth group.
- Two camps were held with 12 and 23 young people attending respectively. The first camp included participants preparing for a drama production and the second four information sessions on cyber safety.

Older Persons Services

- 229 clients were assisted to access HACC and other related services through the Access and Support Program.
- Over 40 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.
- A range of a programs were held with residents of Heathmont Lodge – a supported residential service - including art classes, gentle exercises and a dog therapy program.
- 24 sessions were held on using computers for older people from Chinese speaking backgrounds – an average of 11 people attended each program.
- 2 information sessions were held for older people living in Manningham the first on aged care fees and charges and the second on preventing diabetes, heart disease and strokes. Over 170 people attended these sessions.

Fundraising and Awards

In August 2009 Hannah Kinross, a MIC staff member was tragically killed in the Kokoda plane crash. In Hannah's memory the MIC established a fund that is used to assist young refugees to play sport. In 2015/2016 the fund paid young people to join soccer competitions and other recreational programs.



Iranian Cherry Picking - December

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 2015/2016 was awarded to Sawm Suante.

The Year Ahead

In 2016/2017 the MIC will continue to build its client base and its work with both migrant community groups and local agencies. Our work will include:

- Providing casework services to refugees and family stream migrants with low English language proficiency to support their settlement in the Eastern Metropolitan Region of Melbourne.
- Holding six homework support programs for secondary and primary school students 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 an emergency services expo.
- Holding information sessions on fire safety in the home and in the bush and fishing regulations.
- Holding information sessions on working in particular industries.
- Delivering five weekly playgroups.
- Holding three parenting programs.
- Holding two support groups for women who are experiencing, have experienced or 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, 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 communities 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.

The support provided to the 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 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 would like to acknowledge the service of our past Chairperson Robert Colla who resigned in March of this year. Robert has been a director at the MIC for 14 years and Chairperson for the last eleven years. The MIC very much appreciates and thanks Robert for his contribution. I would also 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. And finally, I would like to thank the staff and volunteers of the Migrant Information Centre. I am sure that I speak for everyone, Directors, agency representatives and clients, when I congratulate and thank Sue and her team for a job well done.

A handwritten signature in black ink, appearing to read 'PMcPhee', with a stylized flourish at the end.

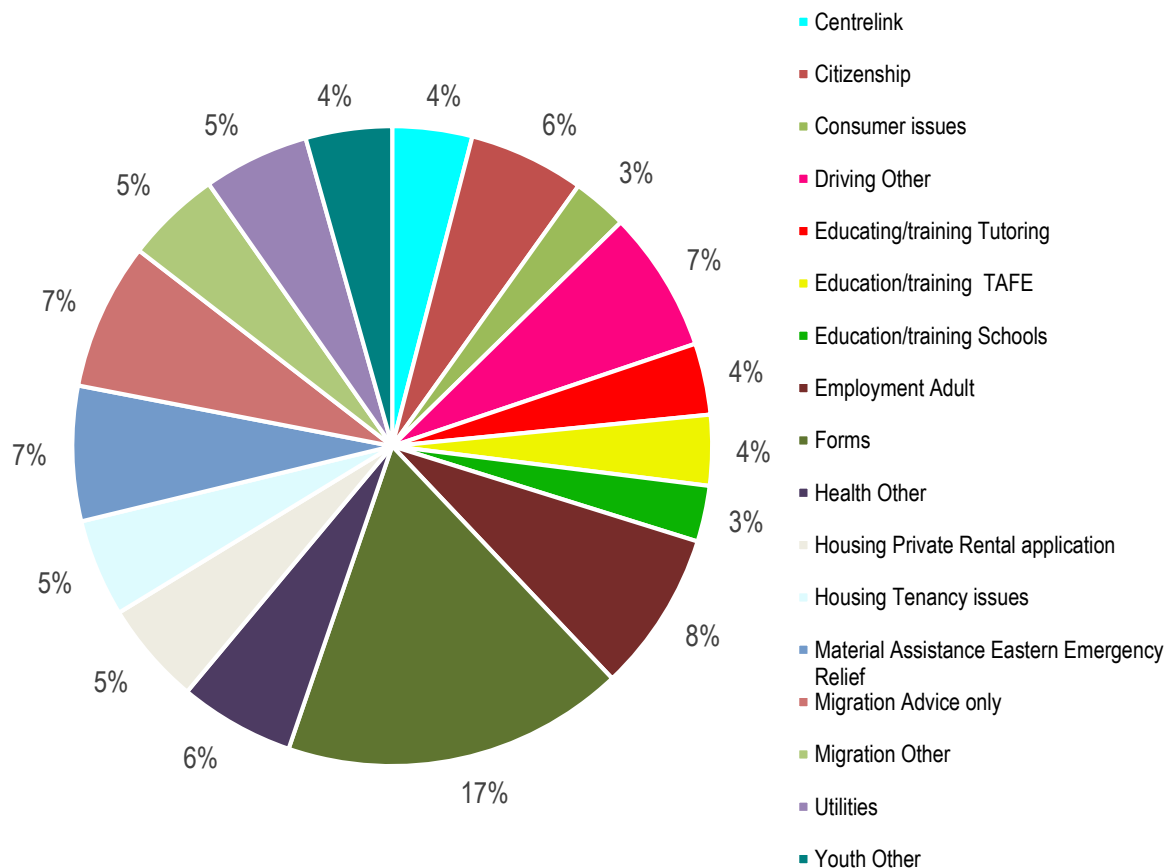
Peter McPhee
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2016, staff provided one on one settlement assistance, funded through the Department of Social Services, to over 1400 refugees and family stream migrants with low English language proficiency living in the Eastern Metropolitan Region of Melbourne. Services were provided through 6192 client contacts.

Figure 1: Issues presented by clients July 2015 - June 2016



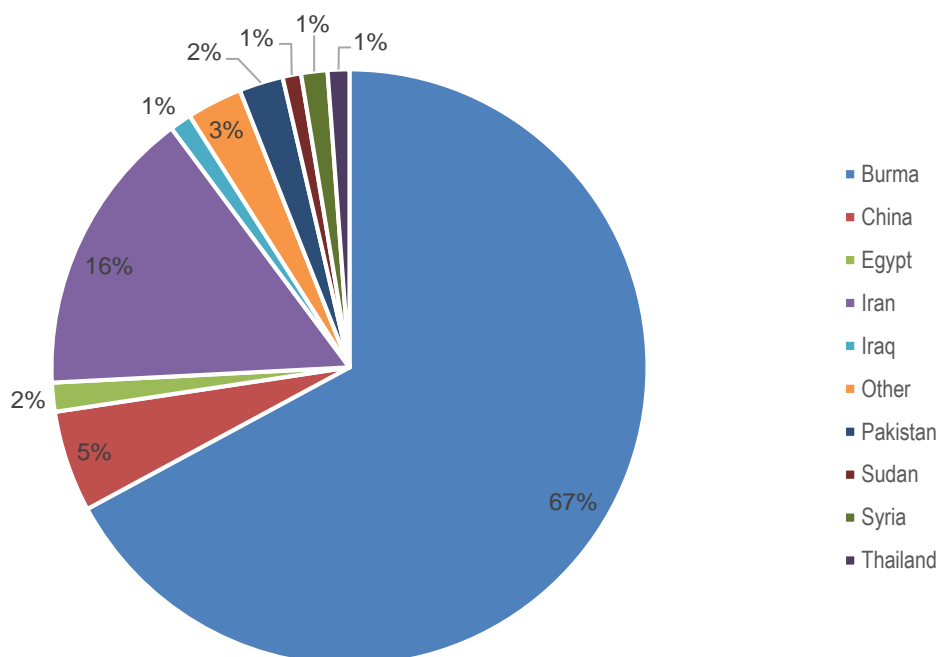
As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (734) of enquiries related to assisting clients to complete forms.

Eighty-five per cent (5263) of contacts were face to face, 14% (867) were by telephone and 1% by email/mail.

MIC staff referred clients to a number of external services for assistance. In 2015/2016 this work included referrals to government agencies (906), community housing providers (155), real estate agents (701), health professionals (345), education/training providers (359) and utility companies (342).

Figure 2 shows the largest number of contacts were born in Burma and Iran.

Figure 2: Country of birth of clients July 2015 - June 2016



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

Client feedback on the settlement services provided was very positive. Over 90 clients completed client satisfaction surveys following their appointment at the MIC. The surveys are translated into Arabic, Chinese, Farsi, Dari, Hakha Chin, Karen, Mizo and Tedim/Zomi languages.

Comments on the services received in 2015/2016 included:

- *I am happy with the services. The services I get from the MIC I do not think I can get from other organizations.*
- *It was fantastic and I am very satisfied. Thank you*
- *Thank you Mehul for your all your help.*
- *God bless you so that you could work more.*
- *Thank you for all your help and kindly continue to help us.*
- *MIC work has large impact on our community and I find it very useful.*
- *I believe that the information was very helpful. It answered so many doubts and questions I had. I have never had such a through provision of information before. The MIC staff has put light at the end of the tunnel by helping clear my vision. Very happy. It helped me understand my rights. Thank you*

In December 2015 and June 2016, 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 thirty people responded to the survey.

Survey results indicated a high level of satisfaction, with 98% of respondents stating that the MIC workers were helpful and easy to understand, 97% reported that MIC helped them to settle in Australia and 97% reported that they would recommend the MIC to their friends and family.

Comments included:

- *Thank you so much to the MIC they helped a lot.*
- *Very appreciate of the services provided.*
- *Very good service (2).*
- *Thank you so much MIC for the great help and support.*
- *I am very happy with MIC's services and especially my caseworker he is really good.*
- *When first arrived in Australia with no family MIC really helped. Very good service.*
- *I am very happy with MIC services the worker helped me I am so thankful to him and to MIC.*
- *MIC helped me to settle new life here especially with the kids and everything very good and useful.*
- *I would like to thank MIC for helping me since I came to Australia.*
- *When first arrived in Australia with no family MIC really helped. Very good.*
- *They didn't help me I only come with someone else but MIC is very helpful and useful for the community.*
- *Thank you so much to MIC they helped me with everything I need help with.*
- *I am feeling good.*
- *Happy with the service.*
- *Everything was good.*
- *Without the help of the staff, I wouldn't be able to study in Aged Care and have a job in that field. Thank you so much all of you for your help.*
- *They are very good service and very useful.*
- *MIC's very helpful. It's the key to immigration.*
- *MIC has been helpful and I need help in bringing my family that are in the refugee camp to Australia.*
- *They help with job search, they are much better than Centrelink.*

Children's Programs

The MIC delivered two Cool Kids and Rainbows programs – with an average attendance of eight children for each of the 16 sessions. The aim of this program is to support the settlement of young children through building their self-esteem and assisting them to recognise and respond appropriately to their feelings. The children are collected from school by MIC staff or volunteers and then driven home after the program.

Four swimming programs were held with children with an average of 15 children attending each of the sessions.

Eight holiday programs were held with 203 primary school aged children. The programs included going to the movies, local parks, roller skating and bike riding.



swimming program October 2015

Family Violence Program

The MIC received 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 2015/2016, 18 women received counselling through the program and two group programs were held for women – the first group for Arabic speaking women and the second for women

from Iran. 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 on children. Women also 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. One hundred percent of participants reported that the group had helped them to settle successfully, 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 included:

- *So much information for a better life*
- *I am going to try to put this in action and practice*
- *I am going try to remember what I learnt and use it*
- *I am going to try to think of solutions*
- *All of the issues discussed were useful*
- *The sessions improved my self confidence*

Homework Support Programs

Six homework support programs were offered at the Croydon, Knox and Mooroolbark libraries, (the Knox library program ended in March 2016 and a new program commenced at REALM in Ringwood) and three primary schools in Croydon, Heathmont and Mooroolbark on a weekly basis during school terms. An average of 142 students attended the programs on a weekly basis. The groups were supported by 20 volunteers.

Ninety percent of the feedback received from students who participated in the program stated that the group assisted them with their homework, (10 students were unsure and three students did not think that the homework group assisted them with their homework).

Comments received from students included:

- *People are very nice and hand out food. I like all of them.*
- *I like working with small groups, awesome everything.*
- *The area that we have the program is very easy to learn.*
- *I really want to give a big clap to teachers who put their time and come and help after school.*
- *Thank you for this program it's really good and helps me understand all the things I didn't in class.*
- *I improve my English including research how to develop confidence my verbal and my writing ability. When I come to this program; I have started to make more friends and help me to communicate more with other people. I would also like to say thank you very much to all the tutors who help me to improve my weakness. All the tutors have very kind hearts on each of us and they all are passionate to teach us as well.*
- *Math and English which I got the most help from this program. Also my speaking skills and my writing skills got a dramatic improvement after I joined this program.*
- *Sometimes I felt like I could or should have spent more time, or followed up between sessions.*
- *The activity that helped me the most was English. All the teachers were very helpful and I would like to thank them for their help.*
- *They are really nice. Tutors help me with many subjects and I improve a lot of English and other. Thank you for helping me.*
- *The tutors are excellent and so helpful to me. They correct my works and teach me the things that I don't know. The program helps me to improve my English as well as for my assignments.*
- *When the tutors helped me with my homework. I improved my maths skills and research skills. It also helped me improve my English and have more confidence.*

- *Working on the computer and also having quizzes, writing detailed stories and discussing different topics.*
- *This program helps me with my schoolwork in many different areas. I improve my English a lot more than before. For example, we write a short story at school and I can see that my writing is better. All the tutors are really helpful and well explained with my schoolwork as well. They all are really nice.*
- *The tutors helped me with my legal studies which was really helpful. The MIC facilitator is AWESOME!*
- *It helps me with every subject especially in Maths, English and chemistry.*

Each of the homework programs is supported by volunteers. Feedback is sought from volunteer tutors every six months - comments from volunteer tutors in response to a question regarding what they liked about their involvement in the group included:

- *I like the exposure to the content of the schoolwork.*
- *I am engaged working with the students and helping them with their work.*
- *The enthusiasm of the students to be informed and challenged. They are very focused and keen to improve.*
- *The students were highly mature and prepared to work.*
- *Sharing knowledge and learning along with the student.*
- *I have had a lot of fun through this homework club.*
- *I enjoyed helping the students grow confidence and create a supportive environment.*
- *Variety of student needs. Helps to keep my brain working.*
- *Interaction with students.*
- *1) It's a friendly group 2) The Challenge of learning/remembering – especially math's and science.*
- *I really enjoy helping students improve their English skills.*
- *The satisfaction of working with students who need support.*

Migration

The MIC provides migration advice and assistance through two distinct programs – Australian Government's Department of Social Services funded Settlement Services; and, the Australian Government's Department of Immigration and Border Protection (DIBP) 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 250 clients with 415 contacts in 2015/2016.

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

The Settlement Grants Program provided full assistance to lodge 24 applications under split family provision visa category or under partner or child visa categories as part of the family migration program for immediate family members to be reunited with their families in Australia. Twenty-four visa applications were finalised which were lodged in current or previous years and approved which allowed 39 people to be reunited with their families in Australia in 2015/2016.

Immigration Advice and Application Assistance Scheme (IAAAS) Migration Program

This financial year the MIC provided 149 face to face migration advice services, four telephone advice services, four full immigration application assistance services and four 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.

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 2015/2016, 108 playgroup sessions were held and an average of 30 parents and children attending two of the groups and an average of 9 for the third each group.

The playgroups 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, role-play, dancing, story reading, playing with bubbles and cooking.

The playgroup also offered parents an opportunity to learn about positive parenting, healthy eating and the Australian service system through presentations by the Maternal and Child Health Nurse, Centrelink and visits to local libraries



Ringwood Library Playgroup Excursion – April 2016

including story times. Information sessions were also held at playgroups on the Australian electoral system and the correct fitting of child restraints for cars. Excursions were held with members of the playgroups, where families visited local gardens, Healesville Sanctuary, the beach, local play centres and Aquanation.

Feedback from parents was very positive with 100% of respondents stating that attending play group made them and their children feel happy, that they had learnt about local services, they feel supported as parents, that they socialise more since attending playgroup and that they had used many of the activities they learnt in the playgroups at home. Ninety-four percent of respondents stated that attending playgroup had improved their English.

The playgroups also had three swimming programs – one for adults and two for their children. An average of 35 women attended each of the 10 sessions for adults and 31 children and parents attended the first children's program and 31 the second children's program.

Comments received from participants of the swimming program included:

- *I got a lot of benefit from swimming*
- *Excellent*
- *My swimming is very improved and I like it very much*
- *Very happy I can swim now*
- *Thank you MIC for your help and support*
- *It's good and we enjoyed it*
- *Very good program*
- *Children were not exposed to water before so the more swimming the better*
- *Thanks to MIC, everything you do is good and we gained more confidence*



*Playgroup Swimming Excursion
November 2015*

Chinese Grandparents Playgroups

Through the Australian Government's Settlement Services and funding from Monash City Council, the MIC co-facilitated the Monash Chinese Grandparents Playgroup every second Tuesday in Mount Waverley, in partnership with Connections, Uniting Care.

In 2015/2016, 17 playgroup sessions were held and an average of 22 families attended each group. The playgroup offered structured activities as well as free play. Structured activities included speakers on topics relating to raising children in Australia e.g. healthy snacks, after hours medical services and childhood development, music programs, story times and indoor and outdoor activities. Birthday and traditional Chinese festival celebrations were held during the last session of the 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, socialized more with other people and had more knowledge of how to look after grandchildren in Australia; and the children have enjoyed activities at playgroup.

Comments received from grandparents included:

- *More English nursery rhymes.*
- *More sessions. It would be great if we can do it weekly.*

Through the Australian Government's Settlement Services and funding from Whitehorse City Council, the MIC co-facilitated the Whitehorse Chinese Grandparents Playgroup every second Tuesday in Mitcham in partnership with Connections, Uniting Care. In 2015/2016, 17 playgroup sessions were held and an average of 25 people attended each group. The playgroup offered structured activities as well as free play. Structured activities included speakers on topics relating to raising children in Australia e.g. healthy snacks, after hours medical services and childhood development, music programs, story times and indoor and outdoor activities. Birthday and traditional Chinese festival celebrations were held during the last session of the 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, socialized more with other people and had more knowledge of how to look after grandchildren in Australia; and the children have enjoyed activities at playgroup.

Comments received from grandparents included:

- *More singing/dancing programs.*
- *We'd like to learn more information about how to look after kids in Australia.*
- *It would be great if it runs weekly.*
- *Set up a Chinese playgroup for parents please if it's possible.*

After Hours Medical Services

In December 2015, the MIC was funded through the Eastern Melbourne Primary Health Network to increase the awareness of after-hours health services to people from CALD backgrounds. Twenty-three sessions were delivered to a total of 334 participants from the Karen, Hakha Chin, Zomi, Falam Chin, Tedim Chin, Arabic speaking, Chinese and South Sudanese communities. Each session provided information about General Practitioner's and pharmacies that are open after hours, when to call an ambulance or home doctor service, safe use of medicine and information about immunisation.

The project recognised a lack of awareness and confidence to access services amongst its targeted groups – many of whom are newly arrived refugees with limited language skills and financial means. The project addressed this need by supporting participants to navigate the health system; in particular for those needing assistance after-hours. In addition to language barriers, the sessions addressed the financial concerns of participants by providing information about services covered by Medicare. The presentations were tailored to the needs of each group and included practical demonstrations of what to do in a medical emergency. The process of calling a health service with an interpreter was identified as a difficulty for many people and this was addressed through a role play activity.

The success of the project was evidenced by the numbers of participants who attended as well as the information sharing that occurred between participants and the staff presenting. Some participants described incidents that had occurred in the past and showed their appreciation for the information provided and how it would assist them to deal with similar incidents more effectively in the future. Participants who were aware of the after-hours services prior to the session shared their experiences with others who were not aware. This information sharing between participants reinforced and complemented the formal information delivered by the staff presentations.

In the written feedback completed by participants, 99% said that they found the sessions useful, with 97% reporting that they had an increased knowledge of after-hours services following the session. Participants commented on the usefulness of fridge magnets with the telephone numbers of services which were provided to each participant.

Refugee Action Program

The Refugee Action Program (RAP) funded by the Victorian Government's Office of Multicultural Affairs and Citizenship (OMAC) is 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. In 2015/2016, RAP supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi, Pakistani and Iranian communities.

Activities undertaken with communities in 2015/2016 included:

- A driving program for 40 Zomi community members including driver education and subsidised driving lessons with a registered instructor.
- Funding for the Karen youth cultural program where the young people learnt traditional dances. An average of 15 youth attended each session.
- Funding and assistance from MIC workers for the Karen, Zomi and Falam Chin associations to raise awareness within their community about their work and to conduct consultations with community members. Each consultation was attended by an average of 200 community members.
- Swimming programs for Karen, Falam Chin, Hakha Chin and Zomi communities. An average of 6 members of the Hakha Chin Senior's group attended swimming classes, 21 youth from the Karen community, 46 people from Falam Chin and Mizo communities and 20 from the Zomi community.
- Assistance and funding to organise a youth camp at Ocean Grove which was attended by 30 young people from the Karen community.
- Ongoing craft programs in the Karen, Hakha Chin and Zomi communities. A new craft group was started for the Falam Chin women and a program was held for Pakistani women. The average attendance was 10 for the communities from Burma and 6 from the Pakistani community.
- Seniors programs were established for Hakha Chin, Zomi & Falam elderly community members. Activities include excursions, information sessions and visits to the pool. Ten to fifteen older community members attended each program.
- In partnership with settlement workers provided leadership training and conducted regular meetings with community associations.



Hakha Chin Sewing group – June 2016



Hakha Chin Senior's Group - June 2016

The Victorian Government's Office of Multicultural Affairs and Citizenship (OMAC) funded a one year project called the CALD Family violence Program. The program's purpose was to seek to improve the safety of CALD women and children experiencing family violence through targeted community awareness education and capacity building projects.

The program included:

1. Three Family Relationships Programs of eight sessions each to couples from Iranian, Falam Chin and Mizo, and Karen communities. 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. Each program was attended by an average of nine couples.
2. Three Respectful Relationships Programs of eight sessions each for refugee youth aged 12 to 15 years in schools. The program's aim was to increase the participant's

knowledge of respectful relationships within an Australian cultural and legal context and challenge traditional beliefs about the roles of men and women that reinforce gender inequality, male domination and violence against women. Twenty-eight boys and seventeen girls attended the programs which were held in three secondary schools.

3. Three Settled & Safe Programs of four sessions each were held in partnership with Victoria Legal Aid. The program included information about Commonwealth Family Law and Victorian laws regarding child protection and family violence intervention orders. The programs were delivered to members of communities from Iranian backgrounds (7 women), and Falam Chin and Mizo (12 men and women) and Arabic speaking backgrounds (7 men and women).

VicRoads - Road Safety for Newly Arrived Refugees and Migrants

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 and older migrants with low English language proficiency.

In 2015/2016, as part of the VicRoads Community Road Safety Partnership program, the 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), two Victorian Community Road Safety Partnerships Program (VCRSPP) "Walk with Care" programs to increase the safety of older pedestrians from CALD backgrounds, six "SafeDrive Older Drivers" Programs to refresh older drivers knowledge of road rules and planning for the future, three Bike Education programs for children on riding bikes safely, two Child Restraints Checking days and developed a PowerPoint presentation 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-six people completed the program from Arabic speaking, Falam Chin, Pakistani, Iranian, Iraqi, Mizo, Tibetan and Zomi backgrounds.

All feedback from the sessions was positive with all participants indicating that the information they learnt would assist them to pass their driving test and drive safely on the roads.

Twenty-five people over 21 years who completed the Road Safety Driver Education Program were provided subsidised driving lessons funded as part of the Community Safety Driving Program for Refugees and 12 were funded by the DSS Settlement Grants Program and 49 were funded by the Refugee Action Program.

A total of ten LAOM sessions were presented to 176 people from Falam Chin, Mizo, Arabic speaking, Iranian and Zomi backgrounds as well as youth from the Swinburne TAFE ESL class. 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. An average of 17 people attended each session.

Two 'Walk with Care' pedestrian safety presentations were delivered to older people from the Hakha Chin and Zomi communities. Nineteen people attended the sessions and feedback was positive with people indicating that they had learnt more about pedestrian safety. Six 'DriveSafe Older Drivers' programs on road rules to refresh their knowledge were presented to Chinese seniors, African, Karen, Iranian, Cambodian and Zomi communities - 99 people attended. Participants advised that they were very happy with the information provided to them and the strategies they learnt to ensure their safety on the road whether walking or driving.

Three Bike Education sessions were held during the first term school holidays and 71 children aged from 7 to 12 years participated. The sessions were held at METEC and included a BBQ lunch. The children were enthusiastic and enjoyed the activities. Three MIC staff members completed train-the-trainer courses delivered by Wilcare services so the MIC now has five staff members trained in delivering bike education.

The MIC and families worked with Early Learning Association Australia (ELAA) to identify unsafe behaviours and safety issues in relation to parents of young children. An educational PowerPoint presentation was developed "Walking Safely with Children" which will be delivered to newly arrived parents in 2016/2017.

Two child restraints checking days were held in partnership with Hire for Baby and Roadsafes Eastern Metro with the Karen community and with the parents who attended the MIC's Croydon playgroup.

For the first session, most seats that were checked had twisted harnesses, four were the incorrect shoulder height, five had incorrect seat paths, three the top tether strap was not used, one restraint was over 10 years old, one seat was facing forward for a young baby and it had to be refitted rear facing and one seat was in very poor condition and the child had out grown it. Where required, seats were tightened that felt loose. For the second session two restraints were over 10 years old and 13 were fitted incorrectly being too loose or having twisted harnesses or harnesses being at the wrong height.

MIC Community Safety Driving Program for Refugees

The MIC was gifted a car from AMES to provide driving practice to adults over 21 years of age who completed the MIC Driving Education program. In 2015/2016, 15 people received driving practice sessions with a driving mentor and a total of more than 180 sessions were provided by nine volunteers.

Settlement Services for Young People

The MIC youth program provides settlement casework service 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), 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, supporting young people to develop connections within their local community and building pathways for young people to access social and recreational opportunities. In 2015/2016 over 180 young people were assisted through 350 contacts.

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

In 2015/2016 these included:

- Drama Production – Twelve young people participated in the drama program. The aim of the program was to develop participants' confidence by providing opportunities to practice English, to engage in a creative activity and make new friends. The young people attended 12 drama workshops where they learnt techniques for their performances as well as playing games to build their self-confidence. The group also attended a two day camp where they rehearsed their plays and learnt more about how to act, props for their plays and theatre production. The young people gave two performances of their plays to over 100 people in September 2016. 90% of participants indicated the program helped them to increase self-esteem and confidence.

Comments received included:

- *It was great!*
 - *I really enjoyed it.*
- Swimming Program – Young people participated in two eight session swimming programs – the first program had an average attendance of 20 young people and the second program 18. Both programs were delivered in partnership with Life Saving Victoria and feedback from the program indicated 95% of participants increased their swimming skills and water safety knowledge.

Comments received included:

- *I can swim now. Thank you MIC!*
 - *It was a good program I still can't swim. But little bit improved.*
- Employment – Two three day employment programs were delivered – the first 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. Barista training was included in the second program. Ten young people participated in the first program and 12 in the second program.

Feedback from the programs reflected 90% of participants have sharpened their job hunting skills.

Comments received included:

- *Good structure.*
 - *Coffee training was fun!*
 - *Finding job is hard.*
- Youth Concert – In December 2015, approximately 20 young people participated in a youth concert. Eleven acts performed including Hip Hop, Bollywood as well as bands and individual singers. Over 75 people attended the concert. Feedback was positive with 85% of respondents stating that the concert was either excellent or very good.

Participants were asked what they liked best about the concert and comments received included:

- *Singing*
- *Is enjoyable, friends are there and with the music singers and dance plus the food is just relaxing and really fun.*
- *The ways they make the music and really louds.*
- *I like the hip hop dancing.*
- *The performance was pretty good, especially the hip hop dance.*
- *Meeting new friends - Free pizza and food - Watching others perform.*
- *The dance from BELS students and the foods.*
- *I liked that anyone could perform and could have a shot at their skills.*



Youth Employment Workshop
April 2016



Youth Music Concert – December 2015

- *I like about the singing because they have a good voice and, brave to sing on the stage in front all of us.*
 - *What I like about The MIC Young Sounds music concert is that I like all the music that they played on the stage.*
 - *The variety of performances.*
 - *The food was amazing as well as the decorations and access to spotlights.*
 - *Instruments are very good.*
- Youth Leadership Program – Ten young people developed four short videos for young people who have just settled in the Outer Eastern Region of Melbourne. The videos were designed to give information that would help their peers in their initial settlement period. The four videos were launched in May 2016 and uploaded to YouTube. The young people who made the videos enjoyed the experience.

Comments received in response to the question, “What benefits do you think the program had for you?” included:

- *I think this program gave me a lot of experiences like making a video in public and it wasn't too easy at all. And also, it makes me to think of when I first came to Australia.*
- *Get to know more about different organizations (Headspace) and increased confidence in public.*
- *The benefit the videos helped me is I got to learn new thing that I never did before.*
- *You can use the program for the future.*
- *The program had improved my skills such as leadership skills and community skills and personal skills.*



Youth Video Project March 2016

The videos were shown to students at Blackburn English Language School. Again the feedback from the students was positive. Comments received in response to the question, “What did you learn from these short videos?” included:

- *How you can get help when you need help.*
- *These short videos told me not to be scared to speak English.*
- *I learnt about Myki and jobs in Australia.*
- *I've learnt that if we don't know something, do not be afraid to ask.*
- *Don't be afraid to speak English and don't be shy to ask.*
- *I learnt about bus and trains.*
- *I learnt what to do after high school.*
- *I learnt how Headspace can help us.*
- *Watching TV very close is not good for our eyes.*
- *I learnt that if we need help we can ask the MIC.*
- *I've learnt that if I have a problem with my study I can ask help from MIC.*
- *I learnt about the way our subject choices influence where we will go.*
- *How VCE and VCAL works.*
- *I learn to top up myki card. In addition, it gives us lots of knowledge + public transportation*
- *From the videos I learnt what to do in case of any problems and also traveling with bus, tram and train*

- *I found it interesting to learn about VCAL*
 - *Do not be scared to ask questions*
- **Learner Driver Education Program** - The aim of the program was to educate young people about Victorian road rules and to support them to obtain their learner driver permit. Nine young people attended the program. Six participants successfully gained their learner driver permit and were offered ten subsidised driving lessons with a professional driving instructor.
 - **Come and Try Sports Program**– Twenty-eight sessions of trying different sports were held with young people. Activities included lawn bowls, yoga and gym work. An average of 24 young people attended each session.
 - **Peer support programs** - Two peer support programs were held – one for young men and the second for young women. The young women's program was held over eight sessions with ten participants. The program focussed on building self-esteem and confidence as well as providing information on healthy eating and local services. 100% of respondents stated that they felt more confident following their participation in the program and that they knew where to go for help should they need it. Comments received in response to the question, *"What did you learn from participating in this program?"*
 - *I learnt how to love myself*
 - *Feel good about ourselves*
 - *I learnt about MIC and what they do*
 - *I learnt a lot about new things*
 - *I learnt how to be a good person*
 - *New games for my family*
 - *How to have positive thoughts about ourselves*
 - *MIC will always be there for us*
 - *I learnt how to care and care for myself*
 - The young men's program was held over eight sessions with eleven participants from MELBA College. The program aimed to increase participants' self-reflection, emotion (anger) management and communication skills. 100% of participants stated that they are more aware of their thought processes and 90% said the program provided adequate tools to manage them properly. Comments from the program included:
 - *Need to practice more.*
 - *I like the focus on breathing technique. It helps me a lot.*
 - *Good program*
 - *Talking about feelings was hard but it helped.*



Lawn Bowls Program – May 2016



School Holiday Program – January 2016

- School holiday program – Five school holiday programs were held with an average of 30 participants per program. The program included bubble soccer, fun day with African drumming and soccer, a sports day organised by students of Templestowe College which involved soccer, volley ball and art as well as a BBQ lunch, a fun day at the movies and fun activities at EV's youth centre. Feedback included
 - *I had so much fun playing drums.*
 - *It was awesome!*
 - *Pizza was good.*
 - *It was good to play friendly soccer match with main stream students.*
 - *African drumming rocks!*
 - *Thank you MIC*
 - *Awesome!*
 - *Had lot of fun!*
- Cyber Safety Camp – A youth cyber safety camp was held with 23 young participants from diverse backgrounds. Four sessions about cyber safety were delivered in this program and participants also had the opportunity to experience Scienceworks, the Planetarium, IMax movies and explore Melbourne city.

Participants were asked about what they learnt in the camp and what they will do differently and their responses were:

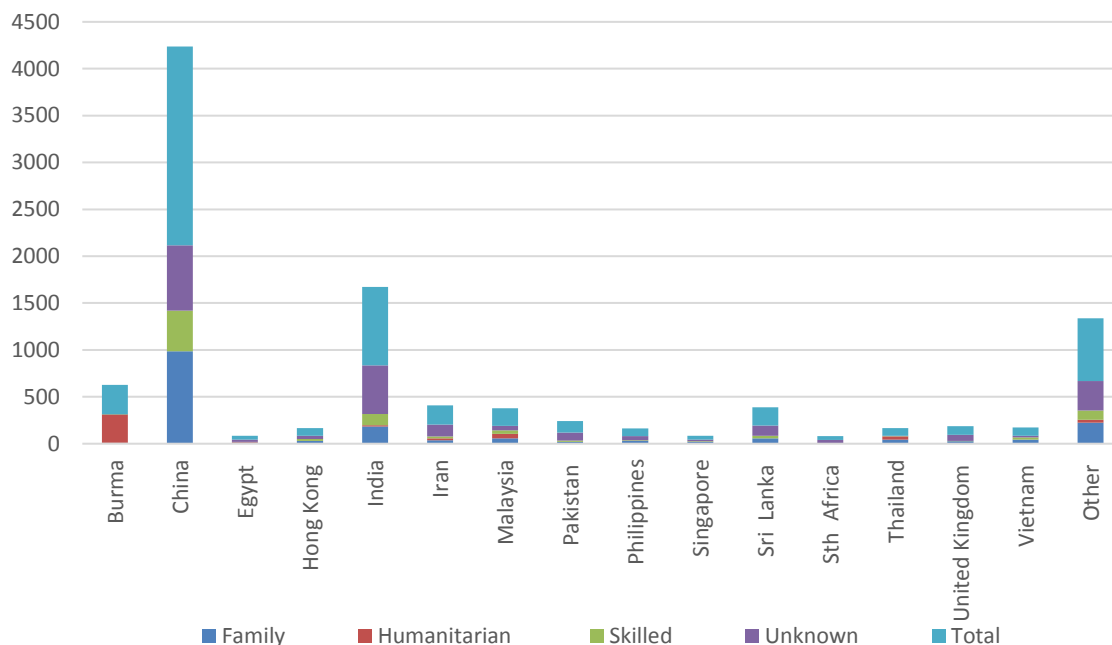
- *About sexting and safety on face book.*
- *To not judge people by what you read and if I'm gonna meet up with an online friend, go with an adult.*
- *I don't know.*
- *Think before you post something on internet.*
- *Think before you post whether it can affect your future such as finding job.*
- *Stay safe in social media. Think before post.*
- *I have to be careful how to use Facebook and how to be safe online.*
- *Not to talk to a stranger (3).*
- *That if you don't want people involve in your personal life don't post it on social media.*

- *Do not hurt anyone on social media.*
- *Post less about what I do through the day.*
- *Yes, delete all of it.*
- *I don't gonna use as much as I use before.*
- *Decrease spending time on social media & decrease posts.*
- *Not to use too much media, and not to post things that are not important.*
- *No to change*
- *I will be more careful with what I post online.*

Community Projects

People settling in the Eastern Metropolitan Region of Melbourne in 2015/2016 were born in over 90 different countries. The most common countries of birth for people who have settled in the Eastern Region in the year ending June 2015 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Metropolitan Region by Migration Stream and Country of Birth July 2015 - June 2016



Source: DIBP Settlement Database July 2016

As Figure 3 shows, the largest number of people settling in the region were born in China (2118) followed by India (837). The largest number of humanitarian entrants were from Burma. Over the past five years over 51,000 people have settled from overseas in the Eastern Region of Melbourne including 2740 humanitarian entrants.

Community Forums

In 2015/2016, the MIC held 150 information sessions for over 2800 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 Department of Social Services, Settlement Services.

Example of information sessions held are detailed below:

African Communities

Six information sessions were held with people from African communities in 2015/2016. Session topics included information from the Australian Tax Office, Centrelink benefits and safe driving. Feedback from participants was positive - 100% of participants stated that the information provided assisted them to successfully settle in Australia.

Chinese Communities

Sixty-four information sessions were held with people from Chinese speaking communities with an average of 28 people attending each session. Topics included cancer screening and prevention, Centrelink services, migration, health and aged care services. Feedback was positive with 99% of participants stating that the information would assist them to settle successfully and 97% stating that they would share the information with family and/or friends.

Falam Chin, Mizo Chin and Zo Communities

Sixteen information sessions were held with people from the Falam Chin, Mizo Chin and Zo communities. Topics included internet banking, food labels, and preschool enrolment.

Hakha Chin Community

Twenty-five sessions were held with people from the Hakha Chin community in 2015/2016. Topics covered in the sessions included the Australian Electoral System, financial literacy, breast screening, fines and infringement notices, healthy lunch boxes, exercises you can do at home and Centrelink payments. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.

Karen Community

Seventeen information sessions were delivered to people from the Karen community. Topics covered included financial literacy, exercises you can do at home and healthy eating. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.



*Karen community at Realtion
Camp –February 2016*

Zomi Community

Thirty-nine sessions were held with the Zomi community. Topics covered in the sessions included healthy eating, soccer competition, exercises you can do at home, life in Australia and financial literacy. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.

Art Program

In September 2015, the Migrant Information Centre in partnership with Wesley Mission Victoria received a grant from the Victorian Multicultural Commission's Strengthening Multicultural Communities program.

'Our Story for Our Children' is a project that is intended for migrant families and refugees residing in the Eastern Metropolitan Region of Melbourne comprising people from Karen, Hakha Chin, Falam Chin, Mizo, Zo, Zomi and Persian backgrounds.

Fortnightly sessions were delivered jointly by the Children's Resource Program counsellor and MIC project worker and participants were drawn from the MIC playgroup in Ringwood. The focus of the program was for each participant to contribute a story of their journey from their homelands to Australia. Children from the playgroup were invited to take part in the storytelling and art making, providing a basis upon which the parent-child relationship could be strengthened in a safe, relaxing and enjoyable environment. Stories were shared through a variety of mediums: verbally through group discussion, in painting and drawing, and by sharing items of cultural significance amongst the group. These stories were gradually brought together onto a large mural, representing the diverse traditions of storytelling in the group.



*Participants of the Art Program
April 2016*

The project aims included a presentation of the finished mural at the Federation Estate gallery in Ringwood. The mural display will provide an opportunity for participants to invite their friends and families to showcase their work over the past six months.

Excursions

The MIC held 24 excursions for refugee communities in 2015/2016. The excursions were designed to encourage people to explore local and wider community attractions that were of low or no cost. Excursions included cherry picking, and visits to the National Gallery, the beach, the Persian Fair and the Christmas lights in the city and sailing on Albert Park Lake.

An average of 42 people participated in excursions, with feedback indicating that they enjoyed the excursions and would take their family and friends on the same or similar excursions.



*Safe Swimming Program –
December 2015*

Employment Programs

Employment Casework

The MIC assisted 111 individuals to apply for jobs. The assistance was in the form of showing people how to look for work on the Internet, how to apply on line, and to write resumes and cover letters. Forty-nine people found employment with the MIC's assistance or enrolled in further study with the help of the MIC.

Training

The MIC supported eight people to gain certificates in Aged Care and all participants have gained employment. The program was offered through the Central Ringwood Neighbourhood House.

A second training program in working in hospitality was held with nine women from the Iranian community. The training including customer service, making coffees, baking and food hygiene. Feedback from the training was positive with 100% of participants stating that the course assisted them to develop the skills needed to work in hospitality and 78% stating that they the course made them feel more confident about working in hospitality. Two continued to volunteer at the Ajani café. Participants of the program are now being supported to look for work or further study.



*Participants of the Hospitality Training
March 2016*

Job Ready Program

Seven sessions were held with people from Burmese communities on gaining employment. The sessions covered how to look for work, resume and cover letters preparation, interview skills and how to apply for jobs on line. An average of 10 participants attended each session. Participant feedback was positive with 100% of participants stating that they had learnt new skills through attending the sessions. Comments received included:

- *I improved my English skills, computer skills, many things and job search.*
- *I learnt how to search for a job search.*
- *I now know how to look for a job on the Internet.*

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 retail in the redeveloped Eastland, hospitality, forklift driving, working in a hotel and employment as a dental assistant. Information provided in each session included what was involved in working in these industries, the skills and experience employers are seeking and how to apply for work in the industry.

An average of 14 people attended each session.

Feedback from the sessions indicated the majority of clients reported they learnt more about the various industries, what qualifications or skills they needed and how to apply for jobs in the respective industries. Comments received included:

- *I liked this session. Thank you*
- *This is a good session maybe can organize more sessions to help the people is seeking jobs.*
- *Very useful program especially for young people who don't have any experience.*
- *It was great. If we could have it again with more info, that would be great.*
- *Thank you about this course and thank MIC for help about the course.*
- *Thank you for everything.*

During 2015/2016 the MIC offered careers counselling to clients of the employment programs. The service was delivered by a qualified and experienced careers counsellor who volunteered with the MIC. Twenty-two clients saw the counsellor and feedback was positive with participants commenting that they enjoyed the practice interviews that the counsellor held with them and the advice provided about their resumes and being open minded about the jobs they were looking for.

Parenting Program

Three parenting programs were held, two for parenting teenagers and one for preparing your child for school.

The first program “Breaking the Cycle” was held in partnership with Anglicare Meridian with the Zomi community and an average of eight people participated. The program covered adolescent development, managing challenging behaviours, effective communication with teens, balancing love and discipline, managing stress and anger. One hundred per cent of participants reported that the information provided at the sessions was helpful and that they now had greater confidence in parenting their children.

A second program was held on parenting teenagers in partnership with Connections with the Iranian community. An average of 11 people attended each of the six sessions. The topics that were covered included setting Limits and boundaries, teenage activities, helping teenagers move towards independence and computer safety. In response to feedback from a previous group, two extra sessions were also added a practical session for parents in a computer lab and a session focused on youth employment and education. 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: “My relationship became better with my children” and “Thank you for different classes, it helps us to gain more information. I am happy to attend and participate in your other classes and programs”.

The third program was held in partnership with Ringwood Uniting Church with the Hakha Chin community. An average of eight people attended the program. The program focused on how parents can support their children in preparing for preschool and school at home, the educational expectations and outcomes that preschool seeks to achieve and that these may not match the expectations of parents, the importance of learning through play and developing social skills and of establishing routines. Feedback was collected through group discussions with parents and parents felt that the information was useful, but felt it would be challenging to implement strategies to change their child’s behaviour. Some parents also commented that they felt that it would have been helpful if they had been given the information when their children were younger.

In addition to the programs above, three ‘games nights’ were held with parents and their children at local primary schools. The sessions provided information on the importance of both parental involvement in their children’s education and of parents and children playing together. An average of 10 families attended the three sessions held. Feedback was positive with 100% of participants stating that after attending the session they felt more confident in supporting their children’s learning and 98% stated that they thought their family would spend more time together playing games.

Comments in response to the question “What in your household may change after attending today’s session” included:

- *Make children to read/activities/counting.*
- *Make children to do activities/read/educate.*
- *Not sure yet.*
- *I will display more photo to support my child’s learning.*
- *Spending more time with my child.*
- *Yes I change a lot. I improve how to look after my children and how to play with them.*
- *Yes, I have got many changes that I am improved in.*
- *I change many things in my household work and in dealing with my children. This has improved me in learning new skills and know hows in playing with the children.*

Support to migrant/refugee community leaders and Associations

In 2015/2016, through the Australian Government Department of Social Services, Settlement Services, the MIC provided assistance to migrant/refugee community leaders of community Associations, as well as newly emerging 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 2015/2016 included: Maroondah City Council, Opening Doors and the Global Leadership Foundation. As a result of the meetings, community leaders participated in grant writing workshops and Maroondah Council's Community Musicians Network.

Leadership training was held for the Iranian women's group, the new committee for the Zomi Association Australia, Australian Chin Community youth and women leaders, Eastern Karen Community Association of Australia and the Zo Community Australia. Training was also provided to community leaders from across organisations by the Ethnic Communities Council of Victoria on on-line reporting to Consumer Affairs.

The MIC has worked with some community Associations individually to help them to identify and address needs facing their community. This has included working with the Victorian Chin Baptist Church to organise a Men's Health Forum to promote healthy drinking and minimise alcohol related harm and the Karen youth in organising a youth camp for their members.

The MIC has continued to assist the group of women from Iranian backgrounds who have shown an interest in organising activities for other women and families from their community. While these women are not established as an Incorporated Association, they have shown a keen interest in leadership and have participated in leadership training specifically orientated towards organising activities for others. Two women completed leadership training with Leadership Victoria.

In November 2015 the group organised an excursion to the National Gallery of Victoria, and in December 2015 to a Cherry Picking Farm and a visit to a RTO to learn about hospitality training. The women also surveyed the community to identify topics of interest for information sessions. As a result, the MIC is holding an information session on consumer rights in July 2016. In May 2016, the group met twice to plan two events - a social evening for Iranian families and an excursion to the Ian Potter Gallery which will be held in 2016/2017.

The success of the grant writing workshops undertaken in 2013/2014, 2014/2015 and again in 2015/2016 has seen a further shift in the type of assistance sought to complete grant applications by community association leaders. While the MIC has supported communities to write and submit 6 grant applications in 2015/2016 (down by 7 from 2014/2015), communities took a more active role in developing and writing their own grant applications. This shows an increased capacity amongst community leaders who have participated in MIC programs and services over consecutive years.

Aged and Disability Programs

The MIC delivered a range of programs designed to assist older people and people with disabilities from CALD backgrounds to understand the services that are available to assist them.

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 2015/2016, twenty-three CALD Home Care Package recipients received regular MIC community volunteer visits under the program. During the same time, twenty-six 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.

The program has thirty-five volunteers with language skills including 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.

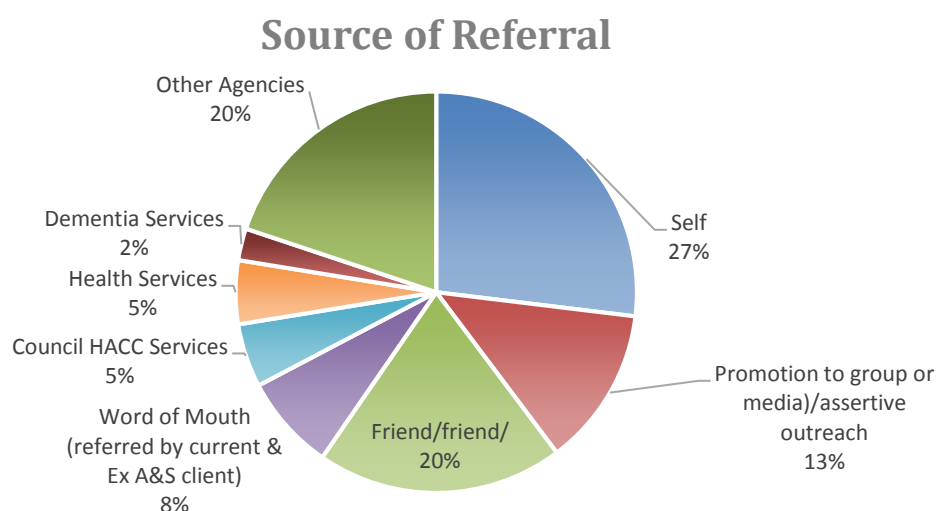
Access & Support Program - Annual Report 2015/2016

In 2015/16 the MIC received funding from the Victorian and Commonwealth Governments under the Home and Community Care (HACC) Program to provide the Access & Support (A&S) Program.

The A&S Program works with older people, people with disabilities and their carers who are having difficulty accessing HACC and other services due to their diversity. The program provides short term, individual support to help people to remain independent and living at home. 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 EMR.

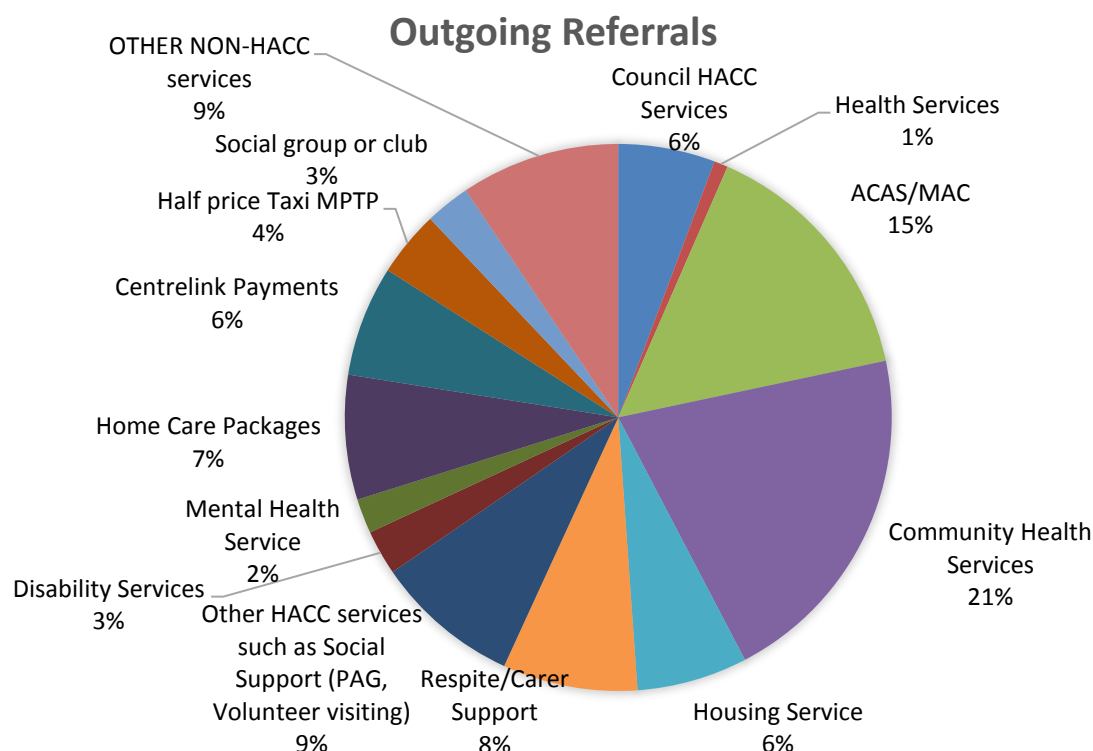
Direct Client Services

In 2015/2016 we received a total of 156 referrals and assisted 229 clients. 31 referrals were from family members and friends and 20 were from promotion to groups or assertive outreach. The largest number of referrals came from self-referrals which was 27% (42).



Outgoing Referrals and Services Accessed

489 referrals were made on behalf of A & S clients in 2015/2016. This included 101 referrals to Community Health Services, 74 to Aged Care Assessment Services and My Aged Care, 42 to other HACC services such as Social Support, RDNS and 39 to respite and carer support services.



In 2015/2016 the Access and Support program assisted:

- 72 clients to be assessed by My Aged care or the Aged Care Assessment Services (ACAS).
- 64 clients to access allied health services such as physiotherapy, occupational therapy.
- 63 clients to access Council HACC services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance.
- 44 clients to access Commonwealth Home Care Packages.
- 37 clients to access other non-council HACC social support services such as Planning Activity Groups (PAG), Volunteer Visiting and pet pal programs, Volunteer transport program
- 24 clients to access disability support services including DHS Disability Services Register, Better Start Funding and Care Connect Flexible Support Package.
- 22 clients to access appropriate housing support services
- 21 clients to access other respite and carer support services
- 18 clients to access other services such as counselling, power of attorney, English Program, Continence Aids Payment, , Exercise Program, East Care Living Well Program, Centrelink benefits () and Palliative Care.
- 12 Clients to access Centrelink Payments such as Aged Pension, Disability Pension, Carer Payment and Allowance
- 7 clients to access health services such as nursing
- 7 clients were approved for Multipurpose Taxi Program.
- 3 clients to access dementia services.
- 2 clients to access other non-HACC social support groups
- 2 clients to access mental health services.

Client Feedback

The A & S Program surveys clients who have exited the program by telephone. In 2015-16, 38 surveys were completed. 100% of surveyed clients were satisfied with the services received from the MIC and 99% stated that they will recommend the service to other people.

Comments from clients were:

- *"(The worker) did a very good job, I was encouraged and now am able to contact other services myself."*
- *"(The worker) was easily contacted and acted very quickly, he was very patient and helpful."*
- *"(The worker) explained the eligibility very clear."*
- *"(The worker) tried very hard to find the services for me, she has done a great job helping me. I don't know what else needs to be improved. I am completely satisfied with her services. If someone from my seniors club needs help I will let them know (MIC A&S)"*
- *"(The worker) referred my wife to council. I am completely satisfied with her services, she arranged home care assistance with cleaners and repairs around the home and OT home assessment. She explained everything including the HACC coverage"*
- *"(The Worker) referred my mother-in-law to Peter James and also to Council. I believe I would have found these services myself eventually as I work at the similar field but would have taken longer as I don't have the knowledge".*
- *"I don't believe there is a need to improve the Access & Support Program as it does the best it can within the framework it works."*
- *"She helped me approach Centrelink and to get carer support. I have to do everything to help my wife after she has difficulty with her fingers"*
- *"She was very nice lady. She did everything for us".*
- *"I really appreciate the help from the worker and the help given to me by the Australian government"*
- *"Can't thank her enough. She set us up with a home care package and referred my husband to Strathdon Day Program".*
- *"The worker helped me to get help from Boroondara Council who sent someone to clean my home every fortnight. She referred me to the Australian Vietnamese Women's Association and arranged a Home Care Package. I'd like to thank her very much".*

Non Direct Client Work Promotion

A&S continued to be promoted to both community members and service providers in the EMR. Promotional activities included formal and informal presentations about HACC and A&S to seniors groups and participation at Expos, outreach to older people in the community and to people residing in Supported Residential Services accommodation (SRS).

Secondary consultations and working with the services system

Part of the A&S 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 and to assist other service providers to improve their services to meet the needs of people with diversity needs. Work in this area in 2015/2016 included:

- Information and secondary consultations were provided to a range of agencies including: Community Health Services, Aged Care Assessment Services, Councils, Alzheimer's Vic, Home Care Package providers, Disability support services, HARP program at hospitals, Carer Support Services, community housing services, neighbourhood houses, hospital social workers, Medicare Locals Nursing Services, private Hoarding and de-cluttering services, aged care homes and mental health services.

- Working with SRS managers to assist SRS residents to access HACC, mental health, allied health, ACAS, home care packages and other aged care services
- Working with Villa Maria White Road Centre to establish a multicultural social support group
- Working with Maroondah Council to establish a Mandarin speaking senior's group in the Ringwood area

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 2015/2016 \$2120 was raised through fundraising including a drama performance by young people and donations. In 2015/2016 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, Outer Eastern Refugee Health Network Cultural Partnerships Reference Group and RoadsafE Eastern Metro.

Assistance to agencies

MIC staff delivered 18 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 500 staff from local services attended the workshops.

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 provides information used by local service providers. The site includes demographic data, cultural resources and copies of MIC reports and client feedback. 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.

Volunteer Program

Funded by the Department of Social Services Settlement Grants Program, the Migrant Information Centre's (MIC) Volunteer Program provides members of the mainstream community opportunities to assist eligible migrants, refugees and humanitarian entrants successfully settle in the Eastern region of Melbourne. MIC volunteer's 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 newly arrived people.

In 2015/2016, 80 MIC volunteers assisted eligible migrants, refugees and humanitarian entrants in the Eastern Metropolitan Region of Melbourne. This support included assisting clients 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, children, youth and family holiday programs, swimming programs, “Cool Kids” therapeutic children’s programs, sporting events and group information sessions.

On Saturday 12th December 2015, 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 whereby certificates were awarded to MIC volunteers, cheered on by MIC clients and their families who all enjoyed a BBQ lunch and entertainment. Over 150 people attended the event.

The Year Ahead

Direct Client Services

In 2016/2017 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 Commonwealth funded Community Home Support Programme and state 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 six employment programs to assist clients to secure employment

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 people from CALD communities who are socially isolated and in receipt of Commonwealth funded aged care packages or who are living in residential care.

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 and China. Information sessions on a number of topics including the ABS Census, financial literacy, healthy eating, parenting, the education system in Victoria and employment related topics.

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

We will facilitate two women’s group.

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 Association governance and leadership training.

Services to Agencies

In 2015/2016, the MIC will continue to provide support to assist local agencies to provide services that better meet the needs of CALD communities in the eastern region. 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 ten 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 2016.

Directors

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

Mr Robert Colla (Resigned 30th March 2016)

Mr Akbar Akbarzadeh

Ms Gitta Clayton

Mr Kai Leung

Mr Mark Melican

Mr Peter McPhee

Ms Fiona Purcell

Mr Tony Robinson (Appointed 1st April 2016)

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 6000 occasions to over 1400 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 56 families.
- One hundred and fifty information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included Centerlink payments, the education system, 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, Knox and Mooroolbark libraries, (the Knox library program ended in March 2016 and a new program commenced at REALM in Ringwood) and three primary schools in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 142 students attended the programs on a weekly basis. The groups were supported by 20 volunteers.
- Assistance was provided to over 220 people to access Home and Community Care Services and other aged care and support services.
- Visiting over 40 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 firstly Arabic speaking women and secondly Iranian women who were experiencing or at risk of experiencing family violence – an average of seven women attending each program.
- Holding three family relationship programs with an average of seven couples attending each of the 24 sessions.
- Eighty 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.

Information on Directors

Mr Aliakbar Akbarzadeh

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

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 Gitta Clayton

Appointed: 01/05/2015

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 Robert Colla, Chairperson

Appointed: 01/04/02 and reappointed on 01/04/05, 01/04/2008, 01/04/2011 and 01/04/2014. Mr Colla resigned on the 30th March 2016

Robert has worked in a number of different areas of education related to migrant and refugee families across different parts of Melbourne for nearly 30 years. Prior to retiring in 2014 Robert was principal of Blackburn English Language School for 20 years. Robert currently tutors in education at Monash University.

Mr Kai Leung (Deputy Chairperson from April 2016)

Appointed: 01/04/2014

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

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 from April 2016

Appointed: 01/04/2005 and re appointed 01/04/2008, 01/04/2011 and 01/04/2014

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

Appointed: 01/04/2008 and re appointed 01/04/2011 and 01/04/2014

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

Appointed: 01/04/2016

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, 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

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 Robert Colla	8	6
Mr Akbar Akbarzadeh	11	6
Ms Gitta Clayton	11	9
Mr Kai Leung	11	10
Mr Mark Melican	11	7
Mr Peter McPhee	11	10
Mr Fiona Purcell	11	8
Mr Tony Robinson	3	2

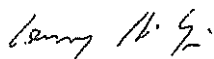
Members' Guarantee

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 2016 the number of members was 29. The total members' guarantee amounted to \$290 (2015: \$330).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year 30 June 2016 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.



Kai Leung

Dated this 21st day of September 2016

**Statement of Comprehensive Income
for the Year Ended 30 June 2016**

	2016	2015
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
ADRA Australia	-	4,200
Department of Social Services	1,784,681	1,558,788
DIBP- IAAAS	17,763	15,909
DHHS	246,987	280,630
City of Boroondara	2,500	-
City of Monash	3,901	-
City of Whitehorse	4,916	1,644
CMY	28,121	3,479
KYM Youth Connections	-	50,404
Maroondah City Council	15,887	6,927
Medicare Local	-	4,540
VMC-OMAC	181,452	117,070
Settlement Support Fund	5,916	6,437
Vic Roads	32,030	39,862
Yarra Ranges Council	4,310	11,256
Interest	22,239	25,180
Other income	22,107	53,242
TOTAL REVENUE	2,370,810	2,179,567

**Statement of Comprehensive Income
for the Year Ended 30 June 2016**

EXPENSES	Note	2016 \$	2015 \$
Employee Benefits Expenses			
Professional Development		10,265	16,133
Recruitment Staff		64	-
Superannuation		154,277	148,330
Wages & Salaries		1,508,052	1,424,494
Holiday Pay		122,482	126,374
Work Cover		16,218	15,476
Long Service Leave		27,843	64,099
Total Employee Benefits Expenses		1,839,201	1,794,907
Depreciation Expenses		11,525	14,502
Other Expenses from Ordinary Activities			
Audit		5,924	6,655
Board Expenses		516	283
Bank Charges		995	1066
Computer System (excl capital expenses)		26,955	8,708
Dues & Subscriptions		4,776	2,832
Office Equipment		22,294	4,528
Insurances		7,752	7,503
Motor Vehicle Expenses		23,369	33,405
Photocopier		1,605	2,367
Postage		4,805	3,826
Rent & Utilities – Office		67,052	61,977
School Materials		-	256
Stationery		25,780	14,059
Telephone		22,909	22,172
Service Delivery - Interpreting & Translating		16,232	29,431
Service Delivery - Meeting Expenses		60,356	29,071
Service Delivery - Direct Client Support		4,327	5,051
Service Delivery - Printing		4,675	6,972
Service Delivery - Volunteer Expenses		5,690	957
Venue Hire		56,104	14,029
Facilitators/Speakers Payment		48,441	11,680
Catering/Refreshments		31,897	27,674
Transport Subsidies/Expenses		21,884	12,654
Loss on Car Disposal		-	103
Other Expenses		55,510	62,656
Total Other Expenses		519,848	369,915
TOTAL EXPENSES		2,370,574	2,179,324
Current Year Surplus		236	243
Other Comprehensive Income		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2	236	243

The accompanying notes form part of these financial statements.

**Statement of Financial Position
for the Year Ended 30 June 2016**

ASSETS	2016	2015
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	89,310	78,892
Settlement Support Fund 6511	1,190	1,548
Business Maximiser Acc 4893	451,370	598,174
Investment Cheque Acc 82-335-9479	111,770	99,616
Petty Cash	2,671	2,684
Total Cash on Hand	656,311	780,914
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	40,349	62,867
Payment in Advance	6,008	18,763
Total Current Assets	1,022,668	1,182,544
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	62,142	63,940
Less Accumulated Depreciation	(62,142)	(61,128)
Total Computer Equipment	0	2,812
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(17,918)	(17,053)
Total Furniture and Fixtures	6,341	7,206
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	7,667
Less Accumulated Depreciation	(7,667)	(7,667)
Total Fax & Photocopier	0	0
Office equipment		
Office Equipment at Cost	672	672
Less Accumulated Depreciation	(574)	(406)
Total Office equipment	98	266
Motor Vehicle		
Motor Vehicle at Cost	68,311	68,311
Less Accumulated Depreciation	(15,813)	(6,335)
Total Motor Vehicle	52,498	61,976
Total Fixed Assets	58,937	72,260
TOTAL ASSETS	1,081,605	1,254,804

**Statement of Financial Position
for the Year Ended 30 June 2016**

LIABILITIES	2016 \$	2015 \$
Current Liabilities		
Grants in Advance	534,067	715,142
FBT Salary Sacrifice	2,589	975
GST Liabilities	523	9,066
 Payroll Liabilities		
Accrual / in arrears	-	6,297
Holiday Pay Accrual	65,302	64,779
Superannuation	42,428	41,062
Long Service Leave	245,256	217,396
PAYG Withholding	16,913	23,333
Non Current Liabilities		
Long Service Leave	81,800	84,544
Total Payroll Liabilities	451,699	437,411
 Provisions		
Provision – Auditor	1,981	1,700
Provision - Recruitment	1,696	1,696
Provision – Work Cover	0	0
Total Provisions	3,677	3,396
TOTAL LIABILITIES	992,555	1,165,990
 NET ASSETS	89,050	88,814
 EQUITY		
Retained Earnings	88,814	88,571
Current Year Surplus/Deficit	236	243
TOTAL EQUITY	89,050	88,814

The accompanying notes form part of these financial statements.

**Statement of Changes in Equity
for the Year Ended 30 June 2016**

	\$ Retained Earnings	\$ Other Reserves	\$ Total
Balance 1 July 2014	88,471	100	88,571
Surplus for the year	243	-	243
Balance 30 June 2015	88,714	100	88,814
Balance 1 July 2015	88,714	100	88,814
Surplus for the year	236	-	236
Balance 30 June 2016	88,950	100	89,050

The accompanying notes form part of these financial statements.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

Statement of Cash flow
for the Year Ended June 2016

	Note	2016 \$	2015 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,409,044	2,595,820
Miscellaneous Income		2,222	6,248
Interest Received		22,239	25,180
Payments to Suppliers and Employees		(2,558,108)	(2,440,992)
Net cash (used in)/generated from operating activities	4	(124,603)	186,256
Cash Flows from Investing Activities			
Payment for Motor Vehicle		-	(20,333)
Payment for Computer Equipment		-	(2,398)
Purchases of Office Equipment		-	-
Net cash used in investing activities		-	(22,731)
Net increase / (decrease) in cash held		(124,603)	163,525
Cash at beginning of period		800,913	637,388
Cash at end of Financial Year		676,310	800,913

The accompanying notes form part of these financial statements.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

Notes to the Financial Statements for the year ended 30 June 2016

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 21st September 2016. 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.

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.

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

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

'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.

Historical cost convention

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of available-for-sale financial assets, financial assets and liabilities at fair value through profit or loss, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

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 1.

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.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

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.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

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.

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 Standard 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.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

m) Critical accounting judgements, 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.

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 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.

Note 2: Allocation of Surplus

	2016	2015
	\$	\$
Monies Carried forward for Service Brochures	236	243
Total	236	243

Note 3: 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.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

Note 4: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2016	2015
	\$	\$
Operating Surplus	236	243
Non-cash flows in operating surplus:		
– Depreciation	11,525	14,502
– Profit/(Loss) on Disposal of Non-Current Assets	(1,798)	103
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	22,518	(53,187)
– Increase/(Decrease) in Auditor Provision	281	-
– Decrease/(Increase) in Payment in Advance	12,755	(18,763)
– Increase /(Decrease) in Payment in Arrears	(6,297)	6,297
– Increase/(Decrease) in Provisions		(815)
– Increase/(Decrease) in Grant in Advance	(181,075)	260,738
– Increase/(Decrease) in Payroll Liabilities	22,199	7,368
– Increase/(Decrease) in GST	(8,543)	(30,232)
Cash flows (used in)/provided by operating activities	(124,603)	186,256

Note 5: 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

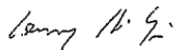
Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

In the directors' opinion:

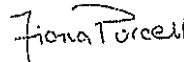
- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian 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 2016 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 Kai Leung
Deputy Chairperson



Ms Fiona Purcell
Secretary

21st September 2016

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

rdl.accountants

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 2016 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
rdl.accountants

21 September 2016
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 84 164 947 250

Liability limited by a scheme approved under Professional Standards Legislation



Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669



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

Report on the Financial Report

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 2016, 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.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report and have determined that the accounting policies described in Note 1 to the financial report are appropriate to meet the requirements of the *Australian and Not-for-profits Commission Act 2012* and are 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian and Not-for-profits Commission Act 2012*.

Migrant Information Centre (Eastern Melbourne) Limited
ABN 27 084 251 669

Opinion

In our opinion the financial report of Migrant Information Centre (Eastern Melbourne 2016) 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 2016 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 of Accounting

Without modifying our opinion, 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.



Matthew Hung
rdl.accountants

21 September 2016
Blackburn, Victoria