

Migrant Information Centre (Eastern Melbourne)

Annual Report

2009-2010



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Annual Report 2009/2010

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Executive Summary

- The Migrant Information Centre (Eastern Melbourne) has four customer groups:
 - Newly arrived migrants and refugees and culturally and linguistically diverse communities
 - Local Agencies
 - Local Community
 - Local Businesses

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

- Services in 2009/2010
 - 1619 individuals were assisted to successfully settle through 5900 contacts
 - 1482 individuals attended information sessions that explained aspects of living in the Eastern Region
 - Over 1500 children learned about aspects of cultural diversity through the Leadership and Multicultural Program in local primary schools
 - Over 800 individuals attended information sessions on aged care and related services
 - 169 individuals from 10 culturally and linguistically diverse communities were trained in the use of the Internet and mobile phones
 - Over 400 staff from local agencies attended information sessions on the needs and cultural backgrounds of our client groups
 - Four community events were held to celebrate cultural diversity with over 600 individuals attending
 - Partnerships were made with 10 businesses to offer employment opportunities to our clients
 - Sixty three volunteers were recruited and trained to assist our clients to successfully settle
- The MIC employs 28 staff who speak seventeen languages
- The main funders of the MIC are the Federal Department of Immigration and Citizenship, Federal Department of Families, Housing, Community Services and Indigenous Affairs, Federal Department of Health and Ageing and State Department of Health.

Our Region

The Migrant Information Centre (Eastern Melbourne) (MIC) operates in the Eastern Region of Melbourne. The region covers the Local Government Areas of Boroondara, Knox, Manningham, Maroondah, Whitehorse, Yarra Ranges and Monash (east of the Monash Freeway).

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 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 Region, to ensure effective local settlement and orientation;
- Enhance direct provision of settlement services to migrants in the Eastern Melbourne Region (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 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 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 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.



*Karen older person group trip to the Tulip Farm
November 2009*

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 28 paid staff. Between them they speak seventeen 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.

Jacqueline Arulanandam

Jacque is responsible for assisting young refugees and family stream migrants with low English proficiency to successfully settle in the region.

Jessica Bishop

Jessica is one of the facilitators of the Cool Kids and Rainbows program.

Lorraine Busuttil

Lorraine is responsible for developing and delivering the Leadership and Multicultural Project in three local primary schools and for the homework support program in Croydon.

Diana Campbell

Diana is the project worker for Eastern Melbourne Parenting and Relationships Skills for Multicultural Families, a project funded through the Department of Families, Housing, Community Services and Indigenous Affairs. The objective of the program is to support migrants and refugees to successfully parent across two cultures as well as provide direct family support services to families from CALD backgrounds.

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.

Robyn Clark

Robyn is the project worker for the Dementia Awareness program. This project is designed to raise awareness of dementia amongst young people from CALD backgrounds. Robyn also works with Multicultural Equity and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds.

Mervat Dahdoule

Mervat is the volunteer coordinator and she also assists refugees and family stream migrants with low English proficiency to successfully settle in the region. Mervat speaks Arabic.

Nyadang Dei Wal

Nyadang is responsible for the Sudanese Women's Group and assists refugees and family stream migrants with low English proficiency to successfully settle in the region. Nyadang speaks Nuer and Sudanese Arabic.

Dure de Winter

Dure is responsible for assisting young refugees and family stream migrants with low English proficiency to successfully settle in the region. Dure is also the project worker for a project designed to reduce the incidence of racism and intolerance.

Rebecca Dunsdon

Rebecca is a settlement case worker who assists refugees and family stream migrants with low English proficiency to successfully settle in the region. Rebecca was also responsible for developing and delivering the Leadership and Multicultural Project in one local primary school. In April 2010 Rebecca commenced as a project officer for the Refugee Action Program.

Tial Hnem

Tial is responsible for the Chin women's group and assists refugees and family stream migrants with low English proficiency to successfully settle in the region. Tial speaks Hakha Chin.

Geraldine Jeremiah

Geraldine is responsible for developing and delivering a program to strengthen the skills of older people from CALD communities in the use of the Internet and mobile phones. Geraldine assumed the responsibility of the Mobilising Communities project in January 2010. Geraldine speaks Bahasa Malaysian and Bahasa Indonesian.

Krystal John

Krystal assisted refugees and family stream migrants with low English proficiency to successfully settle in the region and also developed and delivered the Leadership and Multicultural Project in three local primary schools. Krystal resigned from the MIC to travel and work overseas in January 2010.

Iva Jurkovic

Iva is responsible for counselling and facilitating support groups for women from a CALD background who have experienced, are experiencing or at risk of experiencing family violence. Iva speaks Bosnian, Croatian and Serbian.

Woody Jurkovic

Woody is the project worker for the Family Relationships program funded through the Department of Families, Housing and Community Services and Indigenous Affairs. Woody provides family relationship counselling services to individuals or couples and relationship group programs for humanitarian entrants. Woody speaks Bosnian, Croatian and Serbian

Robyn Kilpatrick

Robyn is a settlement case worker who assists refugees and family stream migrants with low English proficiency to successfully settle in the region.

Hannah Kinross

Hannah was the project officer for the CALD Healthy Lifestyles project. This project worked with refugee and migrant communities to increase their understanding of the importance of healthy eating and exercise. Hannah was tragically killed in the Kokoda plane accident in August 2009.

Daniel Lian

Daniel is a settlement case worker who assists refugee and family stream migrants with low English proficiency to secure and maintain private rental housing. Daniel speaks Burmese and Falam Chin.

Safieh Loulagar

Safieh is a migration agent. Safieh speaks Farsi and Dari and is a registered migration agent. In August 2009 Safieh commenced working three days a week as a project worker responsible for the Multicultural Equity and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds.

Esera Maung

Esera is a settlement case worker who assists individuals and families to successfully settle. Esera also worked with Robyn Kilpatrick in facilitating a series of information sessions for the Karen community. Esera speaks Karen.

Judy McDougall

Judy's responsibilities include supporting migrant and refugee community groups and working with local agencies to support people from culturally and linguistically diverse communities.

Niquita Meyers

Niquita was one of the project workers responsible for the Multicultural Equity and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds. In August 2009 Niquita commenced working as a settlement case worker to assist refugees and family stream migrants with low English

proficiency to successfully settle in the region. In April 2010 Niquita commenced as a project officer for the Refugee Action Program.

Saturnino Onyala

Saturnino is a settlement case worker who assists individuals and families to successfully settle in the eastern region. He also works with Woody Jurkovic in establishing and holding relationship group programs for humanitarian entrants. Saturnino speaks Sudanese Arabic.

Sharon Porteous

Sharon is one of the project workers responsible for the Multicultural Equity and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds.

Natasha Siryj

Natasha is a settlement case worker who assists refugees and family stream migrants to successfully settle in the Eastern Region.

Bianca Spence

Bianca was responsible for assisting secondary schools to support refugee young people to develop career pathways. Bianca's project was in partnership with local agencies. The funding for the project ended in November 2009.

Linda Tan

Linda is the project worker for the Community Partners Program. This program assists older people to better understand the services available for them and in particular residential care. The project also provides cultural awareness training to aged care service providers. Linda speaks Cantonese and Mandarin.

Rebecca Veal

Rebecca was the project worker for the Mobilising Communities project and also assisted in developing and delivering the programs through the Community Partners Program and the Multicultural Equity and Access Program. Rebecca resigned from the MIC in January 2010 to take up a full time position.

Randika Wijekoon

Randika is responsible for assisting young refugees and family stream migrants with low English proficiency to successfully settle in the region.

Zehra Yalcin

Zehra was responsible for counselling and facilitating support groups for women from a CALD background who have experienced, are experiencing or at risk of experiencing family violence. Zehra resigned from the MIC in February 2010 to take up a full time position.

Wanling Zhang

Wanling is one of the project workers responsible for the Multicultural Equity and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from CALD backgrounds. Wanling is also a registered migration agent and provides migration advice to refugees and clients eligible under the Department of Immigration and Citizenship Immigration Advice and Application Assistance Scheme (IAAAS) program. 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 1600 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 projects would not have been possible.

Chairperson's report

The MIC is governed by a Board of Directors of eight members. The Chairperson is Robert Colla.

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

Our work delivers services and programs to pre-school aged children through play groups through to older people who are seeking to strengthen their skills, for example through the training our staff offer to older people in the use of the Internet and mobile phones or to gain information on aged and residential care services.

In 2009/2010, the work of the MIC staff with culturally and linguistically diverse communities included the following.

Settlement Services:

- Settlement services were provided on over 5900 occasions to 1619 individuals. People utilising the Centre's settlement services were born in over 50 different countries. The largest numbers of people contacting the service were from the Chin, Falam, Karen, Mizo and Zomi communities of Burma followed by people from Southern Sudan.
- Information sessions to recently arrived refugee communities to strengthen their knowledge of life in Australia and the services that are available and how to access them. In 2009/2010 information sessions were given on a range of topics including immunisations for children, women and men's health, fire safety, parenting, children's development, nutrition and the importance of exercise, the education system, the role of police, insurance and voting and the Australian electoral system.
- This year 101 information sessions were delivered with over 1400 people attending the sessions.
- In partnership with the Rotary Club of Mont Albert and Surrey Hills, holding a seven week program for refugees who were interested in establishing a cottage industry. Fourteen people completed the program.



*Participants of the Cottage Industry Course with
Mr Shaun Leane MP June 2010*

- Holding an employment expo in partnership with local agencies in Knox. The expo was attended by 187 people and provided opportunities for participants to learn about different jobs and how to find a job in Australia.
- Assisting refugee community groups to apply for funding. Twenty six funding applications were lodged.
- Delivering a leadership program for the Chin community. An average of 18 people attended the four sessions.
- Recruiting, training and supporting 63 volunteers to assist recently arrived refugee individuals and families to successfully settle. The MIC currently has 51 volunteers assisting our clients.
- Holding three driver education programs in partnership with Metropolitan Traffic Education. Centre (METEC), two for adults and one for senior secondary school students. Twenty four people attended the adult programs and 22 students participated in the third program. The program included information sessions on road rules and practical driving experience.

Family Support Services

- Developing and delivering an eight week program for Sudanese women who are, or are at risk of, experiencing family violence. An average of five women attended the program.
- Providing relationship counselling to 13 clients and delivering information sessions on healthy relationships to 30 individuals.
- Providing family support to 30 families. This includes assisting parents with information and strategies to support their parenting, household management and budgeting and assisting families to understand the role of other services and how they can assist.
- Holding a five week program for women from the Chin community. The program was designed to support women who have experienced, are experiencing or at risk of experiencing family violence. A maximum of seven women attended the sessions which had two facilitators and one bilingual worker.

Children and Youth Services

- Holding seven Cool Kids and Rainbows programs. The aim of the program is to support the settlement of young children through building their self-esteem and assisting them to deal with their feelings and emotions. In 2009/2010 54 children participated in the program.
- Nine holiday activities were held including ice skating, beach days, movies, swimming, hip hop dancing and horse riding with 221 young people attending.
- Holding four homework support programs for primary and Secondary school aged children. Over seventy children participated in the program.



Holiday program at the beach with Life Saving Victoria January 2010

- Providing support to young people who are at risk of or have disengaged from school to resume education or work. This service is provided in partnership with KYM and Anglicare. In the first four months of the program the MIC based worker has assisted twenty young people.
- Training 73 peer leaders across eight primary schools to plan and hold activities to strengthen their school community's understanding of cultural diversity. Over 1,500 children participated in the program. Activities offered included information sessions on Indigenous, Iranian, Sri Lankan, Chinese and Sudanese cultures, as well as sessions on Buddhist and Muslim beliefs. LAMP leaders were involved in organising welcome parties for new students from refugee backgrounds, writing a welcome book to be given to new students, holding a concert for the school community, a Culture Club, 2 Multicultural Days and Multicultural games and homework exercise and a Multicultural Book with proceeds of the sale going to a charity in an underdeveloped country.

Older Persons Services

- Training 169 older people from the Cambodian, Chinese, Egyptian, Iranian and Tamil communities in the use of mobile phones and the Internet. Thirty volunteers from these five communities were trained to assist in the training
- Holding 29 information sessions for older migrants on a range of topics including, community health, HACC, Council services, falls prevention, stroke awareness, planning for retirement, funeral services, senior rights, carer support, consumer affairs, aged pension, and diabetes. Over 800 people attended these sessions.



Internet and mobile training sessions with Jing Song Group December 2009

- Holding four visits to aged care facilities for older migrant communities. Eighty three participants were involved in the visits.
- Holding training sessions for service providers with over 150 people attending the sessions. Topics covered included Greek Culture, Iranian culture, Italian culture, Vietnamese culture, Cultural Festivals, Using Language Services, Cultural Awareness Training and Working with CALD communities.
- Developing a number of resources including an information sheet on Respite Care translated in to Bosnian Croatian, Indonesian, Japanese, Korean, Macedonian, Persian, Polish, Russian and Serbian.

Fund Raising and Awards

In May 2010 the MIC held a trivia night to raise funds for the MIC's settlement support fund. Over 200 people attended the function and over \$4500 was raised. Prizes and items for a silent auction were donated from 20 businesses and the venue was kindly provided by the Whitehorse City Council. I would like to thank all businesses and the Whitehorse City Council for the support they gave to the event.

In August 2009 Hannah Kinross, a MIC staff member, was tragically killed in the Kokoda plane crash. One of the areas that Hannah was involved with at the MIC was assisting young refugees to play sport and to join sporting clubs. In Hannah's memory the MIC has established a fund that will be used to assist young refugees to play sport. The fund has received donations from the communities with whom Hannah worked, her estate and the proceeds of a sausage sizzle that the MIC held at Bunnings in Chirnside Park in June 2010. The MIC has also established the Hannah Kinross award – MIC staff each year will nominate a MIC staff member for the award whose work, in the previous 12 months, best reflects the mission of the MIC. The inaugural Hannah Kinross award was awarded to Robyn Kilpatrick.

The Year Ahead

In 2010/11 the MIC will continue to build its client base and its work with both migrant community groups and local agencies including:

- Provide a casework service to refugees and family stream migrants with low English proficiency to support their settlement in the Eastern Region
- Provide relationship counselling and family support services for refugee families living in the Eastern Region
- Hold six Cool Kids and Rainbow's programs
- Hold a six week parenting program for the Karen community
- Hold four homework support groups
- Hold 171 activities and programs for individuals from refugee communities that will assist participants to successfully settle
- Deliver seven information sessions to older people from CALD communities about aged care services and hold four tours to aged care facilities for the communities
- Hold 20 cultural training sessions for local service providers
- Provide support and counselling to women from a CALD background who have experienced, are experiencing or at risk of experiencing family violence
- Deliver the Leadership and Multicultural Program in four primary schools
- Work with agencies and culturally and linguistically diverse communities to strengthen access to Home and Community Care Services by our client group
- Provide training to over 150 older people from CALD communities in the use of the Internet and mobile phones
- Deliver a program to increase awareness and understanding about dementia within CALD communities through holding activities with both younger and older people. This work will include students visiting dementia support services and linking students with clients from similar backgrounds and assisting students to work in small groups to develop a presentation about dementia for CALD senior citizens clubs
- Identify and develop opportunities for the MIC to work in partnership with other agencies in meeting the needs of people from culturally and linguistically diverse backgrounds in the Eastern Region



Members of IndoChinese Elderly association in the Eastern Suburbs celebrating Vietnamese New Year with residents of Inala Village February 2010

The support provided to the MIC by our funding bodies including the Commonwealth Department of Immigration and Citizenship, Commonwealth Department of Families,

Housing, Community Services and Indigenous Affairs, Commonwealth Department of Health and Ageing, Victorian Multicultural Commission, Victorian Department of Health, 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 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 'Robert Colla', with a stylized, cursive script.

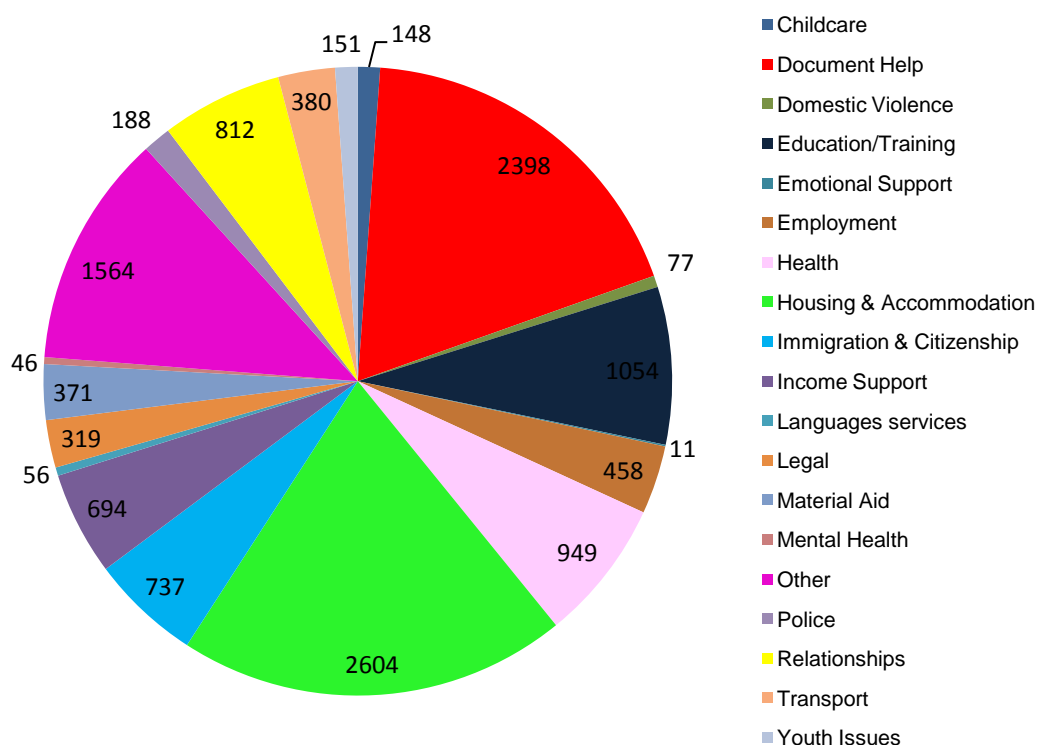
Robert Colla
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2010, staff provided settlement assistance, funded through the Department of Immigration and Citizenship, to 1619 refugees and family stream migrants with low English proficiency living in the Eastern Region. Services were provided through 5948 client contacts.

Figure 1: Issues presented by clients July 2009 - June 2010



As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (2604) of inquiries were regarding housing and accommodation.

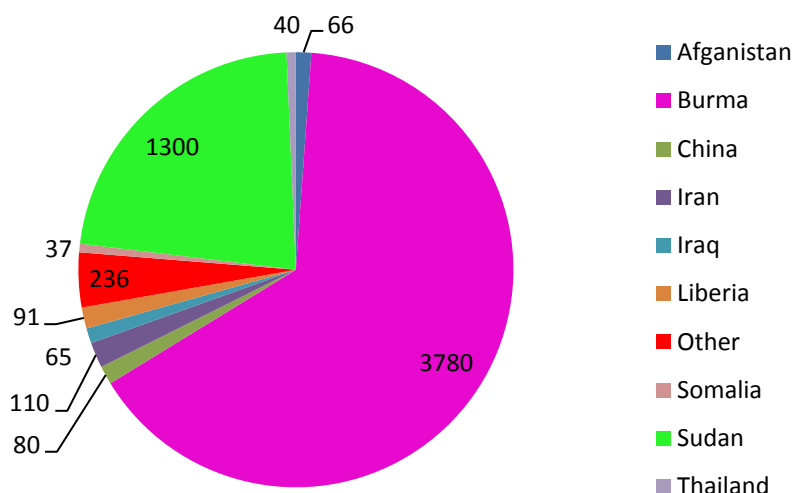
Seventy nine percent of contacts were face to face and twenty one percent by telephone.

Referrals to MIC services came from a variety of sources including family and friends (254), schools (297), health professionals (149), government agencies (124), for example, Centrelink and Office of Housing and real estate agents (178).

MIC staff refer clients to a number of other services for assistance. In 2009/2010 this work included referrals to Centrelink (815), Health Professionals (1478), Housing Providers (1288), Real Estate Agents (2619), Schools (614) and Utility companies (847).

As Figure 2 shows, the largest number of contacts were born in Burma and Sudan. Other includes Bangladesh, Burundi, Egypt, Indonesia, Ghana, Kenya, Malaysia, Philippines, Uganda, and Zimbabwe.

Figure 2: Country of birth of clients July 2009 - June 2010



In addition to providing settlement services from the MIC's office in Box Hill, services are also provided one day per week from the Women's Health East Offices in Ringwood and one day per week from Swinburne Croydon. The youth settlement workers also provided a weekly outreach service at Croydon, Forest Hill, Maroondah, Mullauna and Ringwood Secondary Colleges.

Client feedback on the settlement services provided was very positive. Over 200 clients completed client satisfaction surveys following their appointment at the MIC. The surveys are translated in Arabic, Chinese, Dinka, Farsi/Dari, Hakha Chin and Karen languages. Comments on the service received in 2009/2010 included:

- *The information given by Migrant Information Centre was helpful. We have known things which we had no idea.*
- *I want to thank everyone that helped us in MIC.*
- *God bless you for all your work*
- *MIC helped me to bring my family in Australia.*
- *It's really good to have MIC as one can come and get all the help we badly need. I am very grateful we have MIC*
- *When I need help, MIC is always ready to help me, Thank you very much*
- *You've helped me anything I want, Thank you*
- *I appreciated the help given to me, especially connecting me to lawyers*
- *I thank MIC for connecting me with Centrelink. I am very happy with that*
- *It gives all about the information MIC also helped people find jobs, courses, driving lessons, house and driving, etc.*

In June 2010 the MIC conducted a random telephone survey of clients who had used our settlement services over the past 12 months to identify the extent to which the services assisted people to successfully settle. One hundred and twenty two people responded to the survey. The results of the survey indicated a high level of satisfaction with 89% of respondents indicating that the services of the MIC helped them to successfully settle and strengthened their understanding of other services, what they do and how they can access them. Comments received include:

- *What can I say? Everything went so well. I believe that whenever I need something from the MIC I got it. I can say that I am satisfied with the MIC and I cannot ask for any more.*
- *All the questions you ask were very relevant. I have got work, live in a house with my family we are very happy at the moment and appreciate all the services rendered to my family and me.*
- *I want the MIC to say thanks to MIC and Sue for all the help. My husband now has a part time job and life is going good for us.*
- *Thank you so much for your services in our community.*

Supporting Chinese Parents in the City of Boroondara

This project was funded by the Rotary Club of Balwyn and City of Boroondara. The program was developed and delivered for the Chinese speaking community living in the City of Boroondara.

Four sessions on parenting were held to provide strategies and information to enhance parenting skills and communication within the family. Topics included understanding the development of primary school aged children; building a good relationship with your child; communication skills with children; and effective discipline. A total of 89 people attended the parenting course with an average of 22 participants in each session.

Complex Case Support

Complex Case Support (CCS) is funded through the Department of Immigration and Citizenship. The program provides specialised and intensive case management services to humanitarian entrants whose needs extend beyond the scope of settlement services. In 2009/2010 the MIC delivered services to six families under this program.

Cool Kids and Rainbows Program

The MIC delivered seven Cool Kids and Rainbows programs in 2009/2010 – five groups had eight children attending and two groups seven children attending. The aim of the Cool Kids and Rainbows program is to support the settlement of young children through building their self-esteem and assisting them to deal with their feelings and emotions. The programs are offered weekly during school terms from 4pm to 5.30pm. The children are collected from school and then driven home after the program.

In 2009/2010 the programs were delivered with funding from the Department of Immigration and Citizenship Settlement Grants Funding, Lord Mayors Fund and Department of Families, Housing, Community Services and Indigenous Affairs.

Diversity and Social Cohesion Program

The MIC received funding in April 2010 from the Department of Immigration and Citizenship's Diversity and Social Cohesion Program to deliver a project to address racism and intolerance in the Eastern Region. The Cultural Partnerships for Harmony project will identify the issues experienced by new community members from Burma, Iran, Liberia and the Sudan as well as people of the Muslim faith settling in the outer eastern suburbs of Melbourne. The project will develop appropriate local solutions in partnership with

representatives from community organisations, local government, Victoria Police, Education and Justice and other key agencies.

The project is being overseen by a steering group with representatives from the Victoria Police, the Department of Justice, the Department of Education and Early Childhood Development, Maroondah City Council, Shire of Yarra Ranges, the Centre for Multicultural Youth, Whitehorse City council, Knox City Council, the Bor Community Association of Australia, the Sudanese Community Association of Australia and the Zomi Association of Australia. Five reference groups have been established - Anglo/mainstream, Chin and Karen, African, Afghani as well as a cross-cultural youth reference group based at Maroondah Secondary College. Thirty two people have agreed to participate in the reference groups.

Eastern Melbourne Parenting and Relationships Skills for Multicultural Families

The Eastern Melbourne Parenting and Relationship Skills for Multicultural Families program is funded through the Community Investment Program, an initiative of the Department of Families, Housing, Community Services and Indigenous Affairs. The program was established at the MIC in November 2005. The program provides family support to refugees and migrants through case work, parenting programs and parent support groups.

In 2009/2010 the program offered support to 30 families. The support included providing parents with practical strategies on parenting, disciplining children, nutrition, family violence and household management. The program works closely with staff from local schools and family and youth services.

In 2009/2010 the program also delivered seven Cool Kids and Rainbow's programs and a six week parenting program for people from the Chin community. An average of 10 people participated in the parenting program and 54 children participated in the Cool Kids and Rainbow's program.

A school holiday program for refugee children is also delivered in partnership with local youth agencies and the MIC's Department of Immigration and Citizenship funded youth settlement workers. In 2009/2010 holiday programs included trips to a cattle farm, swimming and sports clinics over 360 children and adolescents attended the programs.



School holiday program at Science Works September 2009

Family Relationship Service Program for Humanitarian Entrants

The Family Relationship Service for Humanitarian Entrants (FRSHE) Program is funded through the Department of Families, Housing, Community Services and Indigenous Affairs. The program is offered two days per week. The aim of the FRSHE is to improve the well being of families who have settled in Australia under the humanitarian program by supporting positive family relationships through individual and couple counselling, prevention and early intervention services and support programs.

Under the FRSHE Program 13 individual clients have received counselling/mediation in 2009/2010. In addition an information/discussion session entitled "Healthy Mind's" was developed and delivered to Southern Sudanese men (14 participants) and information/discussion session entitled "Healthy Relationships Healthy Marriages" was developed and delivered to the Karen and Chin communities (16 participants).

In 2009/2010 the MIC developed and delivered an eight week program for Sudanese women who are, or are at risk of, experiencing family violence. Child care was provided for children. The group covered issues for women who had separated from their husbands, strategies for ensuring their safety and the safety of their children and accessing opportunities for themselves and their children in Australia. Between three and seven women attended the program each week.

Family Violence Program

One five week program was held for women from the Chin community in 2009/2010. The program was designed to support women who have experienced, are experiencing or at risk of experiencing family violence. A maximum of seven women attended the sessions which had two facilitators and one bilingual worker.

Sixteen women received individual counselling and support through the program in 2009/2010. The program is funded by the Department of Human Services through the Eastern Domestic Violence Service Integrated Family Violence Service.

City of Knox - Supporting Chinese Parents

This project was supported by a grant from the Knox City Council Community Development Fund. The development and delivery of the program was supported by a steering group which included representatives from Anglicare Victoria - ParentZone, Centrelink, Knox Community Health Services, Knox Library and Knox City Council.

In 2009/2010 five sessions were held with the Chinese community on parenting. An average of 47 people attended each session. All participants (266 out of 266 feedback forms returned) felt that the parenting course was a good way to understand and address parenting issues. 75% (200) of participants felt that the presentation of service providers had helped them understand the available services and how to access their services.

A training session was also held on understanding Chinese culture for school teachers and staff in Knox. Twenty-one people attended this session. A further session was held with providers of family and youth services. Fifteen people attended this session.

Healthy Lifestyles

The MIC received funding from the Department of Health and Ageing to strengthen the understanding of migrant and refugee communities on the importance of healthy foods and physical exercise. In the final three months of the project (July to September 2009) the project's work included:

- Nineteen Sudanese women attending a shared lunch where the lessons learned from the project were discussed and healthy meal choices were ordered from the menu
- Twenty-two women attending a breast health information session at Eastern Access Community Health (EACH). Following the session eleven women made appointments with medical staff at EACH.
- Fifteen Iranian seniors participated in a five week course of bush dancing.
- Fifty players (seven teams) commenced the second season of volleyball with Croydon and Districts Volley Ball Association.
- Peer educators (who were trained through the project in 2008/2009) from the Karen and Zomi communities delivered healthy eating education sessions for their respective communities - 24 and 11 people attended respectively.

Homework Support Program

Homework support programs were offered at Knox Library and Croydon Library each week of the school term – an average of 17 students attended each week with the support of five volunteer tutors. This program is funded through the Centre for Multicultural Youth under the Learning Beyond the Bell Program.



End of year celebration at Croydon Homework Group December 2009

Immigration Advice and Application Assistance

This financial year the MIC has provided immigration advice and referrals on 97 occasions, four immigration application assistance services, and two community information sessions under the Immigration Advice and Application Assistance Scheme (IAAAS) program. A total of 24 people attended the information sessions. The MIC receives funding for this program from Department of Immigration and Citizenship and the majority of clients are seeking advice on sponsoring a spouse or family member or women seeking permanent residence after having suffered physical or psychological harm resulting from family violence. All clients must be on a low income or be experiencing financial hardship and have low English proficiency. This service is in addition to migration advice provided to humanitarian entrants under the Department of Immigration and Citizenship funded Settlement Grants program.

Leadership and Multicultural Project

The Leadership and Multicultural Program (LAMP) was implemented in eight schools during 2009/2010. The project includes training peer leaders from grade five who then use their skills to provide support to recently arrived students and to celebrate cultural diversity through facilitating activities for the school community. The program is funded by School Focused Youth Services in Boroondara, Maroondah/Manningham, Monash and Whitehorse and in 2009/2010 it operated at the following primary schools; Blackburn Lake, Canterbury, Great Ryrie, Roberts McCubbin, St Christopher's, St Timothy's, St Mary Magdalen's, and Waverly Gardens.

In 2009/2010, 74 peer leaders were trained to run small group (10 – 20 students) and whole school events. Overall, approximately 1500 children participated in the program. Activities offered included information sessions on Indigenous, Iranian, Sri Lankan, Chinese and Sudanese cultures, as well as sessions on Buddhist and Muslim beliefs. LAMP leaders were involved in organising welcome parties for new students from refugee backgrounds, writing a welcome book to be given to new students, holding a concert for the school community, a Culture Club, two Multicultural Days and Multicultural games and homework exercise and a Multicultural Book with proceeds of the sale going to a charity in an underdeveloped country.

The Catholic Cluster leaders (St Christopher's, St Timothy's, St Mary Magdalen's) also presented Power Point presentations at their final meeting displaying the individual activities at their schools.

Evaluation was conducted at each stage of the program, from the initial cultural sessions and training LAMP leaders through to the planning and running of each activity. Both the leaders and the participants in each activity completed evaluations and feedback at all stages which was generally positive.

Refugee Brokerage Program

In 2009/2010 the MIC was funded under the Victorian Multicultural Commission's Refugee Brokerage Program. A number of activities were undertaken in partnership with the refugee communities. In 2009/2010 these activities included establishing leadership committees for the Karen, Chin, Zomi and Mizo, Liberian and Iranian communities, identifying community needs and service gaps and linking groups to mainstream services, completing a driving education and subsidised driving lessons program for more than 130 people and facilitating a Karen youth leadership camp for 25 young people at Phillip Island.



Participants at the Karen Leadership Camp September 2009

In April 2010 a second program commenced with VMC funding – Refugee Action Program. Reference groups have been established for the Afghan, Karen, Hakha, Zomi, Falam, Mizo, Iranian, Iraqi, Karen, Liberian and Sudanese communities. MIC staff are working with the reference group members to identify their priorities for work in 2010 and 2011. The identified priorities will be used to write action plans for each community that will be implemented in 2010/2011.

Refugee Week

The MIC in partnership with local agencies including Victoria Police, Centrelink, Eastern Access Community Health (EACH), Swinburne TAFE, Adult Multicultural Education Services (AMES), City of Whitehorse Council, City of Maroondah Council, Yarra Ranges Shire Council, Metropolitan Fire and Emergency Services Board (MFB) and local schools 'Connection' program celebrated Refugee Week in June 2010.

The "Freedom From Fear" refugee week event celebrated the contributions and achievements of people who have experienced life as a refugee. In addition to the music and dancing of the cultural performances, there were also art and craft displays, children's activities and sporting events. Attendees enjoyed a lunch prepared by the Karen community as well as halal sausages provided by the Rotary Club of Ringwood. Approximately 400 people attended the event which was held at Maroondah Secondary College. The event was supported by funding from the Communities' Council on Ethnic Issues (Eastern Region), the Victorian Multicultural Commission and local councils.



Soccer match at Refugee Week event June 2010

Refugee Youth Pathways Project

The Eastern Refugee Pathways Project is an initiative of a number of local agencies including the Department of Education and Early Childhood Development, Eastern Industry Education Partnership, Foundation House, Gateways Local Learning and Employment Network, Outer Eastern Local Learning and Employment Network, School Focused Youth Service's and the Migrant Information Centre. The project is designed to provide additional support to refugee students, their parents and teachers in developing educational and career pathways and training and employment outcomes for the students. The project commenced in 2007 and ended in November 2009.

In 2009 the work of the project included:

- Assisting 52 students in developing career and transition plans.
- Holding an information session for 23 students and parents on the senior secondary options at Maroondah Secondary College.
- Holding a professional development session for teachers on pathways for post compulsory education for newly arrived students. Thirty seven teachers attended.
- Holding a careers forum for students from a refugee background. The forum provided the opportunity for the students to receive information about careers and to talk with representatives from different industries. Ninety five students attended and 31 representatives from industry.
- Assisting year 12 students to complete the VTAC and SEAS applications.

In 2009/2010 the project was funded by the Department of Education and Early Childhood Development - Youth Transitions Division and ESL, Multicultural Programs Unit.

Youth Connections

The MIC, in partnership with Anglicare and KYM Youth Services, have commenced implementing the Youth Connections program in the Local Government Areas of Monash, Whitehorse and Manningham. KYM is the lead agency in the partnership and Youth Connections program is a Commonwealth Government initiative funded through the Commonwealth Department of Education, Employment and Workplace Relations.

Youth Connections is an education based program that works with young people that are at risk of disengaging from education or not making successful transitions into further study through to those that are significantly disengaged from education and the wider community. The MIC has employed one Youth Connections case manager to provide holistic support to young people, supporting them to address barriers and explore education options with the aim of re-engaging with education, training or employment. Referrals come from schools, the Migrant Information Centre, Centrelink, Child First, Youth and Family Services, home work programs as well as self referrals.

The MIC's Youth Connections case manager attends the following schools every one to two weeks to meet with students to offer support and work on barriers that have lead to the young people being at risk - Mullauna Secondary College, Box Hill High, Mt Waverley Secondary College, Highvale Secondary College and Wellington Secondary College.

The Youth Connections program also works with young people that have stopped going to school. Some of them may have recently disengaged while others have been disengaged for some time. The program aims to educate young people about their study options and support them to explore these options. Case management also addresses the barriers that have lead to young people disengaging as it is important that these are addressed and minimised to ensure the young person is successful with their re engagement plan.

Thirty three young people registered for the Youth Connections Program at the MIC. The program has supported young people to reengage at mainstream schools, enrol in

community schools such as Berrengharra in Box Hill, enrol at TAFE for Certificate courses in Building and Construction, English as a Second Language and Child Care and to find apprenticeships in motor mechanics. Barriers experienced by the young people include, bullying, self esteem issues, low literacy and numeracy, anger management, behaviour problems, problems at home, housing issues, homelessness and a lack of understanding of the education system and possible pathways.

Eight of these young people are from refugee or culturally and linguistically diverse backgrounds. Youth Connections has supported these young people to explore appropriate education pathways, participate in sport and recreation activities, find part time employment, work out budgets and link with further support based programs.

Youth Programs

In addition to providing case work services in the local secondary schools of Maroondah, Ringwood, Mullauna and Croydon to young people from refugee backgrounds and family stream migrants, the MIC delivered a number of personal development, recreational and educational programs. These programs are funded through the Department of Immigration and Citizenship Settlements Grants Program:

- A Multicultural Soccer and Volleyball Sports Day was held in partnership with Ringwood Indoor Action Sports Centre, members of the MYSPN Refugee Action Group and local secondary schools



Indoor sports competition November 2009

including Swinburne TAFE, Croydon, Maroondah, Ringwood and Mullauna. Over 130 students participated in the day's events with 96% of participants saying they would come back to Ringwood Indoor Action Sports Centre to play sport. The feedback from the participants was very positive including: *"Thanks for organising (the) multicultural sports day, I really enjoyed it"* and *"We are very happy that you have organised such a beautiful sport for us we are thankful"*

Twenty information sessions were developed following consultation and feedback from young people and were delivered on a range of different topics including Australian Laws, Court and Police processes, driving road safety and licenses; beach and water safety and employment, resume writing and interview skills, with a total of 591 young people attending the information sessions. Additionally, four information sessions were delivered to service providers and school staff on the refugee experience and cultural presentations. 105 people attended the sessions.

- Practical driving experience was offered to twenty one young people at METEC.
- Coordinated the Connections program across Maroondah, Ringwood and Mullauna Secondary College's and Blackburn English Language School where two Transition Days were delivered to assist approximately 50 young people to successfully transition from Blackburn English Language School to mainstream secondary schools. Additionally, two leaders training sessions were held with approximately 60 young leaders participating in cultural awareness and the refugee experience training. The feedback from the BELS students was very positive with one student saying *"I like the most is that we find some place and ask some questions to the teachers or high school"*

students and I like the sports activities". The feedback from a Connections leaders demonstrated their own learning "How they talk about where they use to live and what the cultures like, how they come to Australia and I understand that it is a bit challenging for them but I'm sure they'll get better and hope them the very best in their new school".

- An eight week Hip Hop program was held to provide regular social and recreational opportunities to young people from a refugee background in a safe and supportive environment. The program included Hip Hop Dancing and free time at a local youth centre, EV's Youth Centre in Croydon. It was a very popular program with an average of 20 young people attending each week and we have had many requests to run it again. The program will be run again in 2010/2011.



Hip Hop Program October 2009

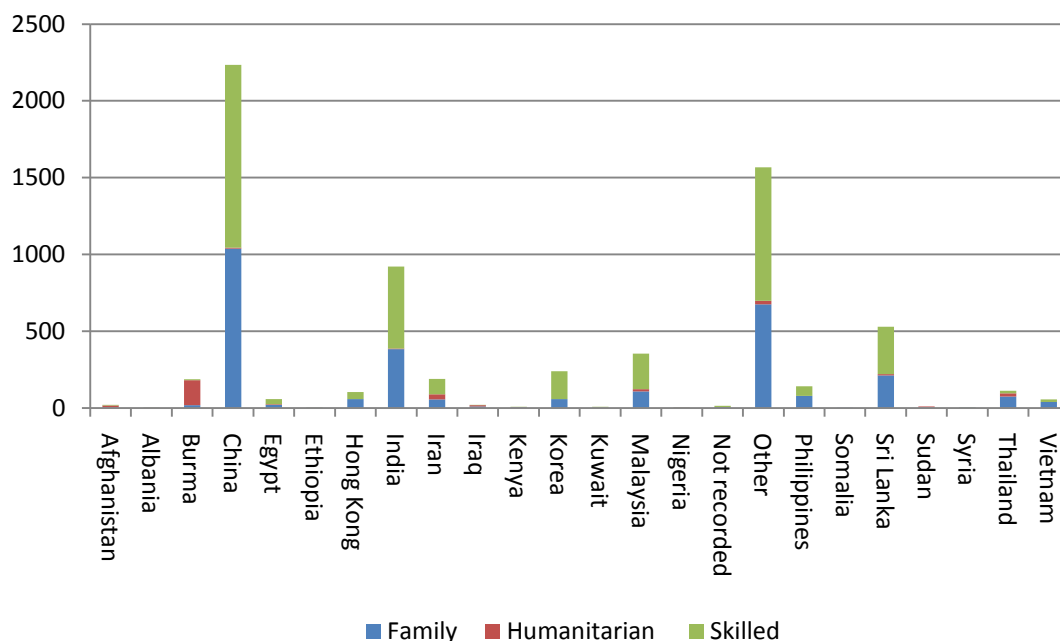
- Coordinated the Connections program across Maroondah, Ringwood and Mullauna Secondary College's and Blackburn English Language School where two Transition Days were delivered to assist approximately 50 young people to successfully transition from Blackburn English Language School to mainstream secondary schools. Additionally, two leaders training sessions were held with approximately 60 young leaders participating in cultural awareness and the refugee experience training. The feedback from the BELS students was very positive with one student saying *"I like the most is that we find some place and ask some questions to the teachers or high school students and I like the sports activities"*. The feedback from a Connections leaders demonstrated their own learning *"How they talk about where they use to live and what the cultures like, how they come to Australia and I understand that it is a bit challenging for them but I'm sure they'll get better and hope them the very best in their new school"*.
- Delivered an Employment Expo for approximately 150 young people from a refugee background from 16-25yrs of age in partnership with a Working Group. Interactive workshops were delivered on resume writing, interview tips, where and how to look for work and preparation for part time work. Additionally, 40 educational and job service providers attended and displayed information and provided opportunities for questions and discussion during the afternoon. The participant feedback was positive with comments received including - *"The most interesting part of today is how to get a job easier"* and *"(I like the) Expo part because we have many options that we can choose from and it helps us how can we get to all the places that we want to go when we finish year 11-12"*
- The Karen Swimming Club was delivered in Term 2 for Karen young people who wanted to learn to swim. The program was funded by Surf Lifesaving Victoria and delivered at Croydon Aquatic and Leisure Centre. Twenty-one young people attended the program with an average of 18 young people attending each week. The participant feedback was positive with one young person stating *"This was a fun activity and I would like you to run this activity again"*. The MIC will hold the activity again in Term 1 2011.

- Nine holiday activities were provided including ice skating, beach days, movies, swimming, hip hop dancing and horse riding with 221 young people attending.

Community Projects

People settling in the Eastern Region in 2009/2010 were born in over 100 different countries. The most common countries of birth for people who have settled in the Eastern Region in the year ending June 2010 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Region by Migration Stream and Country of Birth July 2009 - June 2010



Source: DIAC Settlement Database July 2010

As Figure 3 shows, the largest number of people settling in the region were born in China (1700) followed by India (726). The largest numbers of humanitarian entrants were from Burma. Over the past five years over 42,000 people have settled from overseas in the Eastern Region including over 1700 humanitarian entrants.

The 2006 Census reported that within the local government areas across the Eastern Region, Monash has the largest population who speak a language other than English at home with 38% (61723) of its population speaking a language other than English at home. The figures for the other six local government areas in the region are Manningham 36% (39027), Whitehorse 25% (36015), Boroondara 20% (31281), Knox 18% (25653), Maroondah 9% (8759) and Shire of Yarra Ranges 5% (7086).

Community Forums

In 2009/10 the MIC held a number of information sessions for people from CALD backgrounds. These forums are funded through the Department of Immigration and Citizenship's Settlement Grants Program.

African Men's Group

Four sessions of the men's group were held in 2009/2010. Fourteen men participated and information was presented on quitting smoking, men's health, household maintenance and how counselling can assist individuals and families.

Chin Men's group

Eleven sessions of the Chin Men's Group were held in 2009/2010. Each session had guest speakers who presented on a range of topics including family planning, family migration, Australian Culture, and home maintenance. An average of 22 people attended each session.

Chin and Zomi Women's Group

Thirty five sessions of the Chin and Zomi women's group were held during 2009/2010. Session topics included immunisations, dental health, pap smears, life insurance, fire safety, using the library and Australian culture. An average of 12 people attended each session.

Employment Information Sessions

In 2009/2010 10 information sessions were held on preparing resumes and the skills required to work in specific positions. Fifty-three clients were assisted individually to prepare resumes and apply for jobs. Twenty clients were also linked with employers who provided work experience or paid work to our clients.

In partnership with Centrelink, AMES, Maroondah City Council and Swinburne TAFE an employment expo was held at Swinburne University. The expo included presentations on employment related topics such as "Job Searching Tips" as well as having the opportunity to speak with representatives of industry.

Information Sessions for the Karen community

Information sessions were held every second Wednesday evening with the Karen community. Over 40 adults attended each session. In 2009/2010 session topics included the Australian electoral system, Centrelink, water safety, safe driving and family planning.

Leadership Training

A series of four sessions were held with the Chin community to strengthen the leadership skills of participants. Topics covered included leadership qualities and effective communication in Australia, accountability and the role and purpose of committees of management, Australian cultural diversity, levels of Government and applying for funding, financial accountability and planning and meeting community needs. Twenty-four people participated.

Multicultural Cup

The MIC hosted a multicultural soccer and volley ball tournament in March 2010. Over 200 people attended the event with the Chin, Karen, India, Liberian, Sudanese and Zomi communities participating. The Liberian team won the soccer tournament and the Karen team the volley ball tournament.



Sudanese and Punjabi teams playing in the Multicultural Cup March 2010

Starting a Cottage Industry

The MIC in partnership with the Rotary Club of Mont Albert and Surrey Hills delivered a series of information sessions for people from refugee backgrounds interested in establishing a business or cottage industry. Information provided included market research, ensuring a profit is made through accurate costing and pricing, explanation of different business models (such as sole traders, partnerships companies), bank loans, operating a

home based business, licensing, taxes and regulations and preparing a business plan. Fourteen people completed the course.

Guest speakers included representatives from local government, the New Enterprise Incentive Scheme and the Australian Taxation Office. Also invited to speak at the sessions were successful business owners from refugee backgrounds who provided inspiration as they related their achievements as well as the challenges of running a small business.

Seven sessions were held culminating in a certificate presentation by Mr Shaun Leane, MP the member for the Eastern Metropolitan Region in the Victorian Legislative Council.

Sudanese Women's Group

The MIC's Sudanese women's group continued to meet during school terms in 2009/2010 on a Tuesday. Thirty two sessions were held with an average of eight women attending each session. The focus of the sessions was decided by the women at the end of each term. In 2009/2010 topics for the information sessions included resume writing, how to find a job, health services, the impact of family violence on children, women's health and a program of computer classes.

Support to Refugee Community Associations

Through the Department of Immigration and Citizenship Settlement Grants Program the MIC provided support to refugee community associations. In 2009/2010, the MIC assisted a number of groups to apply for funding including Eastern Karen Community Association, Australian Chin Community in the Eastern Region (formerly the Hornbill Chin Association), Zomi Association Australia, Sudanese Community Association of Australia, Bor Community Association of Australia and Biemnhom Australia Association. Further assistance has been offered to associations including assisting them to establish office systems and meet with local service providers to discuss the needs of their communities.

Trip to the Football

The Collingwood and North Melbourne Football Clubs donated tickets to their match on May 8th 2010. The tickets were organised through Victoria Police. MIC staff and the police accompanied 100 of our clients to the match. The clients had a fantastic night never having been to the MCG or seen a football match previously. The MIC would like to thank Elizabeth Sidiropoulos, Leading Senior Constable Region 4 (North/East) Multicultural Liaison Unit for organising the tickets for the match.

Aged and Disability Programs

The MIC delivers a range of programs designed to assist older people and people with disabilities from culturally and linguistically diverse backgrounds to understand the services that are available to assist them. In 2009/2010 programs included:

Multicultural Equity and Access Program

The aim of the Multicultural Equity and Access Program (MEAP) is to develop and implement strategies to improve equity of access to Home and Community Care (HACC) services by people from CALD backgrounds in the Eastern Region. MEAP is funded through the Eastern Region Department of Health. The objectives are being achieved through building the capacity of mainstream HACC service providers, ethno-specific organisations and migrant community groups to plan and deliver culturally appropriate services. The work of the MEAP in 2009/10 included:

Eastern Metropolitan Region HACC CALD Network & EMR CALD Aged Care Network

In recognition of the work the MIC does across the whole aged care sector regarding equity of access to aged care services for both HACC and other Commonwealth funded services, the EMR HACC CALD Network was broadened in February 2010 to incorporate all aged

care services and changed its name to the EMR CALD Aged Care Network. In November 2009, the Network reviewed and updated its terms of reference, based on feedback and discussions with Network members. The terms of reference were also revised in line with the broader focus on aged care.

Five Network meetings were held in 2009/10. 147 people attended the meetings. By June 2010 the Network had 159 members representing 82 agencies and groups, including 24 ethno-specific agencies/groups and 58 mainstream service providers across the seven local government areas of the Eastern Region. Network meetings include updates from the Victorian Department of Health, guest speakers highlighting good practice in provision of culturally appropriate services, discussion about current relevant issues, and updates from individual organisations. The Network also provides an opportunity for participants to meet each other and discuss individual and local issues and how these can be addressed in the future.

As part of the Network there are three EMR CALD Aged Care Network working groups supported by MEAP:

- The Strategic Planning Working Group reviewed its Terms of Reference and changed its name to the EMR CALD Aged Care Reference Group to provide support and advice to the two key aged care equity and access projects at the MIC (MEAP and CPP). There are 12 members of this group from a broad range of aged care services including local government, community health, ethno-specific organisations and other aged care providers. In 2009/10 this group met four times.
- The Volunteering Working Group has membership from the volunteer resource centres in the EMR as well as ethno-specific organisations and workers. In 2009/10 the Volunteering Working Group developed a grant application for a project to recognise and celebrate the volunteering that individuals from CALD backgrounds do. A student from Swinburne TAFE was engaged to do filming and photography of volunteers. The working group is awaiting the outcome of this application.
- A new CALD Carers Working Group was established in 2010 due to interest expressed at the Network meetings in 2009. This working group held its first meeting in May 2010 and has 12 members. The working group aims to decide on one or two actions to work on to assist CALD carers to find out about and access carer services.

MEAP also sends out regular updates and information to Network members about relevant activities in aged care, HACC and cultural planning via email and mail.

Assistance to CALD community groups

During 2009/2010 the project provided direct assistance to 20 CALD communities. Assistance included organising speakers for the groups on various topics related to aged care and health, assisting groups to apply for funding, organising group activities and providing individual information and referral. Groups assisted included:

- Armenian Planned Activity Group
- Ashburton Support Services Vietnamese Group
- Box Hill Russian Seniors Group
- Box Hill Senior Chinese Citizen Club
- Boroondara Senior Chinese Citizen Club
- Burmese Karen Seniors
- Donvale Coptic Orthodox Centre Senior Citizen's Club
- Eastern Region Chinese Social Club
- Eastern Senior Chinese Association Inc (Kew)
- Indian Senior Citizen's Association
- Iranian Society of Victoria
- Jing Song Senior Chinese Men's Inc

- Knox Hungarian Senior Citizen's Club
- Lao Elderly Association of Victoria
- Manningham Coptic Senior Citizen's Club
- Monash Chinese Friendship Association
- Nunawading Hungarian Senior Citizen's Club
- Tamil Senior Citizen's Fellowship

Examples of information sessions are:

- Facilitated information session on Cancer Awareness in partnership with Chinese Cancer Society with the Chinese community, approximately 30 people attended
- Health information session for Karen older people, 10 people attended
- Organised day activity for Karen seniors group to the tulip festival, 14 people attended
- Organised Karen Community Information Session about funeral services in Australia, 17 people attended
- Senior rights and elder abuse to Boroondara Senior Chinese group, 60 people attended
- Consumer Affairs Victoria to Kew Chinese Senior group, 32 people attended
- Carer support services information to Karen seniors, 10 people attended
- Aged Pension and Carer support services to Eastern Chinese Social Club, 30 people attended
- Eastern Community Legal Centre services to Boroondara Senior Chinese Citizens Club, 60 people attended
- Information session on Diabetes was held for the Karen Senior Group, 15 people attended

Involvement in Local Networks and Working groups

The program workers were involved in a number of local, regional and statewide networks as a representative from the CALD sector in the Eastern Region and to advocate on behalf of migrant groups in respect to equity of access to HACC services. In addition, the Networks provide an opportunity to promote resources developed in MEAP and the cultural training sessions offered to HACC workers and volunteers. MEAP Workers attended 17 Eastern Region Network meetings and four statewide networks on a regular basis:

- Boroondara Aged Service Providers Association Network
- "Creating an Age Friendly Boroondara" Implementation Reference Group
- Chinese Workers Network
- Department of Human Services CALD Disability Advisory Committee (state-wide)
- Respite Information and Development in the East Network (RIDE)
- EMR HACC Training Advisory Committee
- Ethnic Community Council of Victoria Aged Care Committee (state-wide)
- Inner East PCP Social Inclusion Initiative Steering Committee
- Inner East PCP Practitioners Resource Group
- Knox Extended Care Network
- Knox Senior Chinese Wellbeing Network
- Manningham Aged & Disability Care Support Network
- Manningham Mental Health Working Group
- Maroondah Extended Care Network
- Maroondah Health Ageing Network
- Monash Senior Citizens Forum
- Ranges Extended Care Network
- State wide Equity and Access Forum
- Victorian Local Government Multicultural Information Network (state-wide)
- Whitehorse Older Person's Action Group
- Yarra Valley Aged Care Network

Cultural Planning Tool (CPT)

In 2009/2010 MEAP completed the last cycle of cultural planning tool collection for the Department of Health. CPT submissions were accepted from HACC organisations until November 2009. The data was analysed and collated into a report for publication in July 2010. The CPT will be replaced by a new diversity planning framework to be developed by the Department of Health in 2010/2011.

Consultancy Support

The program workers provided advice to individual organisations in developing and delivering their services to CALD communities. This included providing assistance to develop their individual cultural plans; providing advice about accessing specific cultural services or information; and working with organisations to implement their cultural plans including partnerships to organise forums, information sessions, tours and expos.

Examples of the type of work undertaken include:

- Presenting “Overview of Cultural Planning Action Tool” to Boroondara Aged Care Services Providers Association
- Discussing ways to promote Royal District Nursing Services to CALD communities
- Liaising with Direct 2 Care to promote service to CALD communities
- Assisting Baptcare to contact Tamil and Indian seniors to discuss partnership for Community Aged Care Packages
- Advising Parent Support Network about target languages for translating brochure and how to promote their service to CALD communities
- Following up with smaller ethno-specific organisations (Lao Elderly, Armenian PAG, Indo-Chinese PAG, Tabulum & Templar) and groups regarding Social Support Review to encourage their participation
- Assisting Wesley Do Care to review their multicultural program
- Liaising with smaller ethno-specific organisations regarding the Active Service Model and Department of Health requirements
- Presenting to Manningham Aged & Disability Network about MIC and Aged Care

In addition, MEAP continues to be a key point of contact for a range of workers across the Eastern Region seeking advice and information about aged care, specific cultures or cultural planning. In 2009/2010 MEAP responded to over 50 enquiries by phone or email.

Promotion of HACC Services

The program workers organised or participated in a number of events to promote HACC services to CALD communities. The work included:

- Holding a HACC Service tour to Uniting Aged Care Elgin Street for members of the Kew Chinese Seniors Group, 23 people attended.
- Presenting an information session about HACC services to members of the Kew Chinese Seniors Group, 17 people attended.
- In partnership with Monashlink, delivering an Information session on “Falls Prevention” and HACC services to members of the Indian Senior Citizen’s Association, more than 60 people attended.



Visit to Uniting Aged Care Elgin Centre February 2010

- Holding an outing with Manningham Coptic Seniors to Manningham Community Health Service and Warrandyte as part of Manningham Healthy Lifestyles Week, 13 people attended.
- Holding a service tour to Eastern Access Community Health and an information session on their services for older people from the Karen community.
- Attending the RIDE Expo to promote resources for service providers to assist clients. Twenty people picked up information sheets and enquiries were made by eight people.
- Setting up a display table and distributing aged care information to participants at the Knox Chinese Seniors Healthy Ageing Expo, approximately 300 people attended the Expo and more than 150 copies of aged care information sheets and Healthy Lifestyle booklets were distributed.

Resources for service providers

In 2009/10 MEAP commenced updating the Home and Personal Care Kit from 2004 to include 2006 Census data and add any new or updated information. Information is checked by community members and the format has changed so that individual community profiles can be downloaded. Five profiles were completed and uploaded on the website – Chinese, Indian, Italian, Polish and Sri Lankan.

MEAP also regularly updates the MIC website including aged care, volunteering and cultural resources pages. Links or downloads of relevant translated information were added for people from CALD backgrounds or workers to access for their clients on the aged care page. These web pages were accessed over 30,000 times in 2009/2010.

MEAP has set up a data base of ethno-specific senior citizens clubs in the EMR with up to date contact and meeting information. This assists MEAP in promoting activities and service providers who wish to make contact with specific groups.

Cultural Training

In 2009/2010 the MIC provided 10 cultural training sessions for HACC service providers under the HACC Regional Training Program. Five of the sessions focused on understanding specific cultures including Muslim, Chinese, Greek, Italian and the Arabic speaking communities. The other sessions covered topics including *Introduction to Cultural Awareness* and *Effective Communication*, *Exploring Cultural Festivals* and *Tips on Cultural Planning and Promoting your Service to CALD Communities*. One hundred and fifty people attended the sessions and positive feedback was received from participants. Comments included:

- *"It is very informative and the trainers are very knowledgeable"*
- *"Excellent presentation, we will include cultural activities suitable for clients"*
- *"Understanding cultures make an OT (occupational therapy) role much easier"*
- *"Really enjoyed the training, thank-you for (a) very enthusiastic & warm presentation"*

In addition, two training sessions were provided to Boroondara Volunteer Resource Centre and Box Hill TAFE Certificate III HACC Students to meet the specific needs of the organisations' staff and volunteers. Seventeen staff and volunteers attended these sessions.

Tastes to Remember

The "Tastes to Remember" event was held in June at the Knox Civic Centre located in Wantirna South. The "Tastes to Remember" event was supported by

Uniting Care Community Options, Knox City Council, Alzheimer's Australia Victoria, Fronditha Care, CO.AS.IT and the Migrant Information Centre.

The aim of this event was to raise awareness about memory loss in ageing CALD communities in an informal setting. This event encouraged CALD community representatives to come together, share a multicultural feast and informally discuss memories about food and memory loss. The event was positively received by

100 participants from the Italian, Greek, Hungarian and Polish communities from the Outer East Region. Alzheimer's Australia Victoria provided an information session on dementia which was followed by facilitated table discussions about memory, culture and food. Entertainment was provided by an Italian accordionist, the Hungarian choir and some Polish singers.



Hungarian Choir at Tastes to Remember June 2010

Boroondara Senior Chinese Healthy Lifestyle Project

The MIC has received funding through the Boroondara Council Community Grants for a Healthy Lifestyle Project for Chinese Seniors. In partnership with MEAP, the project delivered seven information sessions on falls prevention, diabetes awareness, elder abuse and senior rights, legal services, stroke awareness, and planning your retirement. These sessions were delivered to Chinese seniors living in the City of Boroondara. A total of 244 people attended the sessions. Speakers were from Inner East Community Health, Senior Rights Victoria, Eastern Community Legal Centre and health professionals working in the City of Boroondara. In partnership with YMCA Boroondara, three Chinese seniors groups received strength-based exercise classes. Over 500 people attended the 38 sessions.



Chinese seniors exercise class March 2010

Mobilising Communities Project

The Mobilising Communities Project aims to work with the Cambodian community to increase access to community life for those aged over 50 years in the Inner Eastern Region of Melbourne (Local Government Areas of Boroondara, Knox, Manningham, Monash, and Whitehorse).

The objectives of this project include:

- To examine the causes and impact of social isolation on older members of the Cambodian community and their strengths and resources;
- To provide opportunities for community participation in planning and decision-making to improve community connectedness;

- To work with community members to develop strategies to improve their opportunities to participate and contribute to wider community life;
- To develop the skills and confidence of natural leaders in the Cambodian community to facilitate community based action research and advocacy;
- To develop a model to work with other socially isolated groups of older people from smaller, marginalized CALD communities.

During 2009/2010 positive relationships between older members of the Cambodian community were built and some activities initiated have been sustained beyond the scope of the project. Participants described the project as having a large impact on their lives. Noteworthy in the evaluation findings are:

- Improved social connectedness
- Trust built with community agencies
- Leadership developed from within the Cambodian community group
- Ongoing weekly water aerobics activity maintained
- Continue to meet outside independently on special occasions, such as overseas trips.
- Participating in other activities outside of the project independently such as line dancing, exercise programs, etc.

Community Partners Program (CPP)

The Community Partners Program (CPP) received funding assistance from the Commonwealth Department of Health and Ageing until 2012. The main objective of this project is to promote and facilitate increased and sustained access by culturally and linguistically diverse (CALD) communities to aged care support services.



Information session held at Monash Chinese Friendship Association March 2010

Activities include:

- Information sessions for CALD communities about aged care services
- Visits to aged care services to increase understanding of available services
- “Cultural Celebration Days” within aged care facilities to establish relationships and enhance mutual understanding between CALD communities and aged care service providers
- Cultural briefings for aged care workers to increase cultural awareness and assist in providing culturally appropriate care to CALD communities
- Developing translated information about respite and carer support
- Researching concepts about “caring” in CALD communities

In 2009/2010, the project achieved its objective through the following activities:

Four visits to aged care facilities were arranged, which included a walking tour of the facility, information about services provided at the facility and how to access the services. A total of 83 participants were involved in the visits.

Seven information sessions to various community groups/clubs about options in aged care and carer support services were provided. A total of 197 community members attended with an average of 28 participants attending each session. ACAS Peter James Centre, Uniting Care Community Options and Carers Victoria were involved in some of the information sessions by giving presentations to the groups. In addition, MIC participated in the Chinese Senior Healthy Ageing 2010 Expo by setting up a display table at the expo and distributing aged care information to participants. More than 300 copies of aged care information sheets were distributed.



Members of the Box Hill Senior Citizens Club visiting Vincepaul Hostel and celebrating Chinese new Year with residents February 2010

Three cultural celebration days were conducted within the aged care facilities, which included introduction of specific culture by members of groups and traditional music, songs, dancing, clothing and food were used to help celebrate the day. A total of 62 members from CALD communities participated in the three cultural celebration days with an average of 21 people attending each session.

In partnership with Carers Victoria, two carers focus group meetings were held, one with carers from the Chinese community and one with the Hungarian community. Through focus group discussions, attitudes towards caring and accepting outside services were identified. Specific barriers that restrict access to current services and carers needs for support were also identified. Based on the findings, MIC will continue to work with Carers Victoria to determine strategies and actions to address the issues and needs of CALD carers.



Members of the Chinese senior Citizens Club of Manningham demonstrating Tai chi for residents of Manningham Centre Cassia House and the Day Care Guest Respite Centre February 2010

The following communities/groups/clubs were involved in the above activities. The support and contributions by the presidents and/or coordinators of the groups were greatly appreciated and have made the CPP a very successful project. Groups who participated include:

- Box Hill Chinese Senior Citizens Club
- Box Hill Chinese Senior Citizens Club
- Chinese Senior Citizens Club of Manningham
- Donvale Coptic Senior Citizens Club
- Indian Senior Citizens Association
- IndoChinese Elderly Association in the Eastern Suburbs
- Karen Seniors Group
- Manningham Coptic Elderly Citizens Group
- Monash Chinese Friendship Association
- Nunawading Hungarian Senior Citizens Club

- Tamil Senior Citizens Fellowship

The Respite Information Sheet developed through the project covers what is respite, the type of respite available, costs and a list of some main contacts to access respite. The information sheet was written in 2008/2009 and translated in seven languages (Arabic, Cambodian, Chinese, Sinhalese, Tamil and Vietnamese). In 2009/2010, it was translated in ten more languages: Bosnian, Croatian, Indonesian, Japanese, Korean, Macedonian, Persian, Polish, Russian and Serbian. Each translation was cross checked by community members/ethno specific organisations. The translated 'Respite Information Sheet' has been and will continue to be distributed to community members at information sessions.



Members of the Tamil senior Citizens fellowship performing a dance at Wesley St Marks Respite Day Centre – October 2009

Seven cultural briefing sessions were developed and delivered to workers at aged care services in the Eastern Region, which included two sessions for all aged care providers and five sessions delivered in-house. Sessions on specific cultural information, barriers for ageing CALD communities to accessing services, perceptions about caring and information about death and dying, were provided. One hundred and twenty-one people attended the sessions with an average of 17 participants at each session.

In partnership with Eastern Palliative Care, MIC developed resources about palliative care for both service providers and individuals from CALD communities in 2008/2009, which included cultural profiles for workers and a suite of translated information for clients accessing Eastern Palliative Care. The resources continued to be promoted to service providers and community members. A poster presentation on the resources and partnership was given at the Diversity in Health 2010 conference.

A partnership between Fernlea House and Chinese Cancer Society of Victoria (CCSV) was facilitated through MIC's CPP program. A respite support service for the members of the CCSV and their carers was arranged and provided on a fortnightly basis. To help the staff and volunteers to be culturally responsive to the group, a cultural briefing session was organised and delivered at Fernlea House.

Dementia Awareness in CALD Communities across the Generations

The Dementia Awareness in CALD Communities across the Generations project is funded by the Australian Government Department of Health and Ageing.

The aim of the project is to raise awareness amongst young people from CALD backgrounds about dementia and how it may affect older people in the community. The project is currently in its early stages and will continue throughout 2010/11.

The project will raise awareness of dementia through the following activities:

- Information sessions and activities for secondary students from CALD backgrounds about dementia;
- Visits to dementia specific aged care services for secondary students from CALD backgrounds;
- Linking secondary students from CALD backgrounds with members from CALD senior citizens clubs to present and share what they have learnt about dementia.

Throughout the project, young people from CALD backgrounds will be able to share what they learn with their families and members of their own community to increase cross generational understanding about dementia.

Telstra Connected Seniors Project

In 2009/2010 MIC received funding from Telstra Connected Seniors® to run a training course on mobile phones and Internet technology for older citizens from CALD backgrounds.

The aim of the project is for participants to learn how to use mobile phones and the Internet technology to stay connected to family and friends both in Australia and overseas and also, to access information and services via the Internet.



*Jing Song Senior Citizens – Internet tutorials
November 2009*

Ten communities from Sri Lankan, Cambodian, Chinese, Hungarian, Egyptian and Iranian backgrounds - 169 people completed the program.

Thirty volunteers were trained to assist in the facilitation of the sessions. Twelve weeks of sessions were held for each group at the respective centres which included Doncaster, Donvale, Springvale, Box Hill, Burwood and Oakleigh.

Evaluation of the sessions has found the practical exercises were highly effective in providing participants with the skills and knowledge to manage these technologies. In addition, the ability to communicate with family and friends independently via mobile phones, texting and emails was evident through the positive feedback received from each session. Comments included:

- *“I have a mobile phone, before the class I know little about it. Now I know how to use it. I am so happy”*
- *“I am now able to create and send message on my own mobile phone”.*
- *“Learn to read newspaper on the internet”*
- *“It gave me some basic, it was important because I am a beginner”*
- *“Notes also help with my own phone and visual”*
- *“Very useful, now I clearly know the icons on the screen and their functions”*



*Oakleigh Tamil Senior Citizens – Mobile Phone
Session December 2009*

Settlement Support Fund

In 2003/2004 the MIC established a Trust Fund for our work in supporting migrants and refugees in the Eastern Region and in particular recently arrived refugee families. Donations to the trust fund are tax deductible. In 2009/2010 we received over \$5000 in donations. A trivia night was held in May to raise money for the Settlement Support Fund. Goods were donated from over 20 businesses to support the night. In 2009/2010 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 Anglicare, Whitehorse Drug and Alcohol Network, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Inner East PCP, Outer East PCP, Refugee Pathways Steering Group, Migrant Settlement Committee Family Violence Working Group and Monash Information and Community Support Volunteer Service. Interagency meetings attended include Family Relationship Centre Reference Group, Manningham Planning Group, Eastern Region Family Violence Network, Refugee Health Working Group, Employment Working Group, Eastern Region Migrant Settlement Committee, Refugee Brokerage Program Network, Monash Volunteers Network, Family Violence Integration Principles Working Group and Maroondah Cross Cultural Working Group.

Assistance to agencies

A newsletter titled Eastern Multicultural News is published monthly. The newsletter provides information on new initiatives for CALD communities and is distributed to over 400 agencies and community groups. The newsletter is available on the MIC's web site.

MIC staff assisted agencies in planning their services, providing information on the cultural values that are important in service delivery and in cultural awareness training. Assistance was provided to agencies to support their work with individual clients. Our work in this area includes providing information on social and support groups for different communities and where to access bilingual professionals. Other assistance offered to agencies is through the MIC's web site that includes demographic data, cultural resources, copies of MIC reports and client feedback, contact details for migrant community groups and links to other relevant sites.

Volunteer Program

The Migrant Information Centre Volunteer Program, funded by the Department of Immigration and Citizenship, assists refugees and humanitarian entrants settling in the Eastern Region of Melbourne to gain life skills to become more self reliant and to participate more fully in Australian life. Under this program, volunteers are recruited, interviewed, trained, and undergo the necessary mandated checks, before their introduction to the clients whom they support. Volunteers maintain regular communication with the MIC and receive ongoing support from the volunteer coordinator.



MIC function for volunteers October 2009

In 2009/2010, 63 volunteers provided direct support to more than 80 people. Such support included assisting clients to attend medical appointments, rental housing inspections, sporting events and children's programs. Volunteers were also introduced and provided regular ongoing contact to families assessed as requiring additional support to gain life skills to participate more fully in Australian life.

The Year Ahead

Direct Client Services

In 2010/2011 we will continue to provide services to individuals, families and communities from CALD backgrounds residing in the Eastern Region. Our work will include services to assist recently arrived humanitarian entrants and family stream migrants with low English proficiency to successfully settle in the region.

We will have a dedicated housing worker to assist our clients to secure and maintain private rental housing.

We will continue to provide relationship counselling, family support services, migration advice, homework support groups and an outreach service at four local secondary colleges as well as in Croydon.

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 continue to provide family support and individual and couple counselling to humanitarian entrants.

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

Services to Migrant and Refugee Communities

The MIC will continue to work with newly arrived communities including people from the Chin, Falam, Karen, Mizo and Zomi communities of Burma, Southern Sudan, Afghanistan, Iran and Liberia. Information sessions on a number of topics including women's and men's health, the electoral system, legal system, parenting and employment services. We will continue to support the Sudanese and Chin/Zomi Women's Group, the Karen group and deliver the Cool Kids and Rainbows program.

We will work with four primary schools to implement the leadership and multicultural project to equip young students to support recently arrived migrant and refugee children who join their school community. We will continue to implement the refugee pathways project with four local secondary colleges.

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 proficiency and to develop and implement strategies to meet identified needs. We will assist refugee communities to establish cottage industries and recruit volunteers to assist community groups to operate successfully.

We will continue to support CALD communities to strengthen their understanding of HACC services and work with agencies in further developing and implementing the Department of Health's diversity planning and active service model.

We will continue to hold activities and programs to increase older people from CALD communities understanding of aged care services including residential and respite care through the Community Partners Program.

Services to Agencies

In the coming year the MIC will continue to provide support to assist local agencies to provide services that meet the needs of CALD communities in the Eastern Region. Our work in this area will include developing resources for agencies working with older people from a CALD background to strengthen their understanding of how an individual's culture

may impact on service needs. We will deliver training sessions on different cultures as well as general cultural awareness training for agencies.

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

Directors Report

Your Directors present this report on the entity for the financial year ended 30 June 2010.

Directors

Mr Robert Colla
Mr Akbar Akbarzadeh
Ms Cynthia Balogh
Mr Eric Chen
Ms Jill Faulkner (resigned July 2009)
Mr Peter McPhee
Ms Fiona Purcell
Ms Christine Whelehan (appointed August 2009)
Mr Richard Williams

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 Region, 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 Melbourne Region (the region);
- 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 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 region 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:

- Providing settlement services to 1619 eligible clients on 5900 occasions,
- Holding information sessions with older migrants to strengthen their understanding of aged care and related services – over 800 people attended the sessions,
- Holding information sessions for eligible clients on topics relating to living in Australia successfully – 1482 people attended the sessions,
- Training 169 individuals from 10 culturally and linguistically diverse communities in the use of the Internet and mobile phones,
- Holding information sessions for local agencies on the needs and cultural backgrounds of our client groups – over 400 staff attended these sessions, and
- Holding four community events to celebrate cultural diversity - over 600 individuals attending.

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 and 01/04/2008

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 15 years Aliakbar has been also a volunteer with Do Care (Wesley Mission) looking after isolated elderly people.

Ms Cynthia Balogh

Appointed: 01/04/2008

Cynthia is Managing Director of Balogh Slade Associates, a management consulting company specialising in human capital solutions. She has significant management experience across the government, private and not for profit sectors. Cynthia has worked overseas both representing the Australian Government and in private industry. Cynthia is an elected Victorian Councillor of the Australian Human Resources Institute. She is also on the Victorian Multicultural Business Advisory Council and has chaired and been a board member on various boards in the not-for-profit sector.

Mr Eric Chen OAM, JP

Appointed: 01/04/2005 and reappointed on 01/04/2008

Eric is the President of the Box Hill Chinese Senior Citizen's Club and Whitehorse Older Person Action Group. He was invited by the then Minister of Immigration and Multicultural Affairs the Hon. Philip Ruddock on the Steering Committee for the establishment of the MIC. He is also actively involved with several community groups. Eric was appointed to the Board of the MIC by the then Minister for Citizenship and Multicultural Affairs, the Hon. Peter McGauran.

Mr Robert Colla, Chairperson

Appointed: 01/04/02 and reappointed on 01/04/05 and 01/04/2008

Robert is the Principal of the Blackburn English Language School in the Eastern Region and has been in that position for over 14 years. He has worked in a number of different areas of Education related to migrant and refugee families for over 25 years. Currently he is on the Ministerial Advisory Committee on LOTE, ESL and Multicultural Education (MACLEM) and is the chairperson of the New Arrival Program Principals and Coordinators Network.

Ms Jill Faulkner

Appointed: 01/04/2008 – resigned in July 2009

Jill has extensive experience working and managing the delivery of human services particularly in the health sector. Jill was the service manager of primary health care at a community health centre. Jill has particular interest and experience in working with marginalised groups in our community. Jill has also worked extensively in a volunteer capacity on the Boards of Management of a number of Boards for not for profit organisations. Jill resigned from the Board in July 2009.

Mr Peter McPhee, Deputy Chairperson from April 2005

Appointed: 01/04/2005 and re appointed 01/04/2008

Peter has extensive experience in managing community based organizations. Peter was a director of the MIC's first board, he is 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. Peter works in the property market and hospitality industry.

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Ms Fiona Purcell, Secretary

Appointed: 01/04/2008

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 eight years. Prior to this Fiona was an Education Officer with the Catholic Education Office. 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 on a number of not for profit organizations.

Ms Christine Whelehan

Appointed: 01/08/2009

Christine was appointed to the Board of the MIC in August 2009 following the resignation of Jill Faulkner. Christine is currently Director Corporate Services at Linking Melbourne Authority. She has over 15 years senior management experience within government in the areas of information and knowledge management, and governance. She holds a Master of Business in Information Innovation and is a graduate of the Australian Institute of Company Directors. She is a volunteer with the AMES tutoring program and is also currently on the Board of Aardvark, a not for profit organisation working with young people with long-term or serious illness.

Mr Richard Williams

Appointed: 01/04/2005 and reappointed on 01/04/2008

Richard has extensive experience working with marginalized and disadvantaged young people and in adult education for migrants. He has a strong interest in environmental issues and is a former president of Environment Victoria and a former president of the Victorian Council of School Organisations. He is now working with Jesuit Social Services and as a consultant in organisational and community development

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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	11	8
Mr Akbar Akbarzadeh	11	6
Ms Cynthia Balogh	11	11
Mr Eric Chen	11	10
Ms Jill Faulkner (resigned July 2009)	1	1
Mr Peter McPhee	11	8
Ms Fiona Purcell	11	8
Ms Christine Whelehan (appointed August 2009)	10	7
Mr Richard Williams	11	7

Indemnifying Officers or Auditor

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the entity.

Proceedings on Behalf of the Entity

No person has applied for leave of Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.

The entity was not a party to any such proceedings during the year.

Members' Guarantee

The entity 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 2010 the number of members was 32. The total members' guarantee amounted to \$ 320.

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



Robert Colla
Director

Dated this 19th day of August 2010

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Comprehensive Income
for the Year Ended 30 June 2010

	2009/2010	2008/2009
REVENUE FROM ORDINARY ACTIVITIES		
DIAC	758,631	725,755
DIAC IAAAS	23,180	9,766
DHS	166,936	196,586
City of Boroondara	6,945	100
City of Knox	5,416	9,131
City of Monash	-	11,847
City of Manningham	-	5,000
City of Whitehorse	2,609	6,711
CASS Foundation	17,690	-
Community Development Projects	5,137	10,463
CMY	24,268	10,751
Department of Planning & Community Development	24,500	15,000
Department of Housing Family & Community Services	96,500	235,154
Department of Health and Ageing	101,461	190,538
KYM Youth Connections	18,064	-
LAMP Project	42,930	2,131
Lord Mayor Fund	9,091	-
Family Relationship Services	40,244	39,377
Family Violence Service	19,523	20,854
Refugee Youth Program	32,642	44,973
VMC	29,256	81,557
Settlement Support Fund	4,611	4,263
Telstra	48,191	-
IEPCP Social Mobilising	30,965	28,674
Minor Projects	6,048	11,400
Interest	15,882	29,195
Other income	37,075	55,121
TOTAL REVENUES	1,567,795	1,744,347

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EXPENSES

Employee Benefits Expenses

Fringe Benefits Tax	-	4,205
Professional Development	3,515	9,829
Recruitment Staff	1,400	1,317
Board Recruitment	72	-
Superannuation	94,258	96,970
Wages & Salaries	957,178	1,028,076
Holiday Pay	76,310	72,366
Locum Position	1,547	-
Work Cover	11,162	12,839
Long Service Leave	40,240	27,479
Employer Expenses - Other	48,668	32,862

Total Employee Benefits Expenses	1,234,350	1,285,943
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Depreciation Expenses	15,902	17,788
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Other Expenses from Ordinary Activities

Audit	500	10,385
Annual General Meeting	528	431
Board Expenses	185	227
Bank Charges	3,871	3,850
Courier Expenses	-	64
Computer System (excluding capital expenses)	22,569	7,849
Dues & Subscriptions	1,723	2,228
Insurances	3,696	1,254
Motor Vehicle Expenses	21,646	28,269

Other Operating Expenses

Photocopier	2,838	4,510
Postage	5,471	5,986
Rent & Utilities – Office	49,220	48,319
Repair and Maintenance - General	262	95
Regulatory Fees & Charges	36	99
Stationery	11,344	18,162
Telephone	18,543	18,146
Service Delivery - Interpreting & Translating	34,254	47,001
Service Delivery - Meeting Expenses	35,866	84,897
Service Delivery - Direct Client Support	4,607	4,666
Service Delivery - Printing	11,880	28,879
Service Delivery - Volunteer Expenses	726	240
Venue Hire	11,087	13,650
Facilitators/Speakers Payment	8,471	6,527
Catering/Refreshments	24,362	32,740
Transport Subsidies/Expenses	12,590	17,065
Other Expenses	30,647	54,091

Total Other Expenses	316,922	439,630
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TOTAL EXPENSES	1,567,174	1,743,361
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PROFIT FROM ORDINARY ACTIVITIES	622	986
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Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Financial Position
for the Year Ended 30 June 2010

ASSETS	2009/2010	2008/2009
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	67,969	26,947
Settlement Support Fund 6511	4,389	3,302
Business Maximiser Acc 4893	367,530	366,138
TNA Cheque Acc 82-335-9479	35,292	56,684
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 82-632-8838	20,000	20,000
Petty Cash	336	1,863
Receivables	261,471	25,629
Total Current Assets	856,987	600,563
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	78,875	59,134
Less Accumulated Depreciation	-58,459	-52,406
Total Computer Equipment	20,416	6,728
Furniture & Fixtures		
Furniture & Fixtures at Cost	18,479	18,479
Less Accumulated Depreciation	-15,655	-13,675
Total Furniture and Fixtures	2,824	4,804
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	5,500
Less Accumulated Depreciation	-1,278	-5,500
Total Fax & Photocopier	6,389	-
Office equipment		
Office Equipment at Cost	15,835	15,835
Less Accumulated Depreciation	-14,212	-13,893
Total Office equipment	1,623	1,942
Motor Vehicle		
Motor Vehicle at Cost	50,175	51,175
Less Accumulated Depreciation	-23,035	-16,763
Total Motor Vehicle	27,140	33,412
Total Fixed Assets	58,392	46,886
TOTAL ASSETS	915,379	647,449

Migrant Information Centre (Eastern Melbourne) Limited
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LIABILITIES	2009/2010	2008/2009
Current Liabilities		
Grants in Advance	565,765	311,798
FBT Salary Sacrifice	2,285	-
GST Collected	40,372	16,300
GST Paid	-13,406	17,849
Total GST Liabilities	26,966	-1,549
Payroll Liabilities		
Holiday Pay Accrual	48,859	63,966
Superannuation	26,468	35,687
Long Service Leave - DHS	18,593	15,864
Long Service Leave - DIAC	92,706	76,135
Long Service Leave - CPP	2,371	1,265
Long Service Leave – FaHCSIA	12,862	11,826
Long Service Leave	9,612	-
PAYG Withholding	-1,103	13,270
Total Payroll Liabilities	210,368	218,012
Provisions		
Provision - Auditor	12,664	16,489
Provision - Recruitment	1,696	2,300
Provision - Board Recruitment	777	777
Provision - Locum Position	-	3,892
Provision – Work Cover	488	1,982
Provision – Office Equip Replacement	6,825	-
Total Provisions	22,449	25,440
TOTAL LIABILITIES	827,835	553,702
NET ASSETS	87,544	93,747
EQUITY		
Retained Earnings	86,922	85,936
Current Year Surplus/Deficit	622	986
Office Equipment Reserve	-	6,825
TOTAL EQUITY	87,544	93,747

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Changes in Equity
for the Year Ended 30 June 2010

Note	\$ Retained Earnings	\$ Office Equipment Reserve	\$ Other Reserves	\$ Total
Balance 1 July 2008	85,836	6,285	100	92,761
Net Surplus	986	-	-	986
Balance 30 June 2009	86,822	6,825	100	93,747
Balance 1 July 2009	86,822	6,825	100	93,747
Net Surplus	622	-6,285	-	-6,203
Balance 30 June 2010	87,444	0	100	87,544

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Cash flow
for the Year Ended June 2010

	2009/2010	2008/2009
	\$	\$
Cash Flow from Operating Activities		
Receipts from Government Grants	1,713,941	2,165,465
Miscellaneous Income	34,689	61,865
Interest Received	15,881	28,565
Payments to Suppliers and Employees	(1,716,522)	(2,167,107)
	<hr/>	<hr/>
Net cash provided by/(used in) operating activities	47,989	88,788
	<hr/>	<hr/>
Cash Flows from Investing Activities		
Payment for office equipment	(27,407)	(12,102)
Net cash provided by/(used in) investing activities	(27,407)	(12,102)
	<hr/>	<hr/>
Net increase / (decrease) in cash held	20,582	76,686
Cash at beginning of period	574,934	498,248
	<hr/>	<hr/>
Cash at end of Financial Year	<u>595,516</u>	<u>574,934</u>

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Notes to and forming part of the Financial Statements
for the year ended 30 June 2010

Note 1: Statement of Significant Accounting Policies

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial reports. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the *Corporations Act 2001*.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Corporations Act 2001* and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of this report are as follows:

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.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument

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.

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c) Depreciation

The depreciable amount of all fixed assets including buildings and capitalised lease assets, but excluding freehold land, 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
Plant and equipment	10-40%

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 assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon on the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of a class of asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

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 that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

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

f) Cash and Cash Equivalents

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

g) Goods and Services Tax (GST)

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

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) Adoption of New and Revised Accounting Standards

During the current year the company had adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory.

The adoption of these standards has impacted the recognition, measurement and disclosure of certain transactions. The following is an explanation of the impact the adoption of these standards and interpretations has had on the financial statements of Migrant Information Centre Not for Profit Limited.

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AASB 101: Presentation of Financial Statements

In September 2007 the Australian Accounting Standards Board revised AASB 101 and as a result, there have been changes to the presentation and disclosure of certain information within the financial statements. Below is an overview of the key changes and the impact on the company's financial statements.

Disclosure impact

Terminology changes — The revised version of AASB 101 contains a number of terminology changes, including the amendment of the names of the primary financial statements.

Reporting changes in equity — The revised AASB 101 requires all changes in equity arising from transactions with owners, in their capacity as owners, to be presented separately from non-owner changes in equity. Owner changes in equity are to be presented in the statement of changes in equity, with non-owner changes in equity presented in the statement of comprehensive income. The previous version of AASB 101 required that owner changes in equity and other comprehensive income be presented in the statement of changes in equity.

Statement of comprehensive income — The revised AASB 101 requires all income and expenses to be presented in either one statement, the statement of comprehensive income, or two statements, a separate income statement and a statement of comprehensive income. The previous version of AASB 101 required only the presentation of a single income statement.

The company's financial statements now contain a statement of comprehensive income.

Other comprehensive income — The revised version of AASB 101 introduces the concept of 'other comprehensive income' which comprises income and expenses that are not recognised in profit or loss as required by other Australian Accounting Standards. Items of other comprehensive income are to be disclosed in the statement of comprehensive income. Entities are required to disclose the income tax relating to each component of other comprehensive income. The previous version of AASB 101 did not contain an equivalent concept.

m) New Accounting Standards for Application in Future Periods

The AASB has issued new and amended accounting standards and interpretations that have mandatory application dates for future reporting periods. The company has decided against early adoption of these standards. A discussion of those future requirements and their impact on the company follows:

AASB 9: Financial Instruments and AASB 2009–11: Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12] (applicable for annual reporting periods commencing on or after 1 January 2013)

These standards are applicable retrospectively and amend the classification and measurement of financial assets. The company has not yet determined any potential impact on the financial statements.

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The changes made to accounting requirements include:

- simplifying the classifications of financial assets into those carried at amortised cost and those carried at fair value;
- simplifying the requirements for embedded derivatives;
- removing the tainting rules associated with held-to-maturity assets;
- removing the requirements to separate and fair value embedded derivatives for financial assets carried at amortised cost;
- allowing an irrevocable election on initial recognition to present gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. Dividends in respect of these investments that are a return on investment can be recognised in profit or loss and there is no impairment or recycling on disposal of the instrument;
- requiring financial assets to be reclassified where there is a change in an entity's business model as they are initially classified based on (a) the objective of the entity's business model for managing the financial assets; and (b) the characteristics of the contractual cash flows.

AASB 124: Related Party Disclosures (applicable for annual reporting periods commencing on or after 1 January 2011).

This standard removes the requirement for government related entities to disclose details of all transactions with the government and other government-related entities and clarifies the definition of a related party to remove inconsistencies and simplify the structure of the standard. No changes are expected to materially affect the company

AASB 2009–4: Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 2 and AASB 138 and AASB Interpretations 9 & 16] (applicable for annual reporting periods commencing from 1 July 2009) and AASB 2009–5: Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139] (applicable for annual reporting periods commencing from 1 January 2010).

These standards detail numerous non-urgent but necessary changes to accounting standards arising from the IASB's annual improvements project. No changes are expected to materially affect the company

AASB 2009–12: Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052] (applicable for annual reporting periods commencing on or after 1 January 2011).

Migrant Information Centre (Eastern Melbourne) Limited
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Note 2: Allocation of Surplus

	2009/2010	2008/2009
a) Monies Carried forward for Service Brochures	622	986
Total	622	986

Note 3: Members' Guarantee

The company is 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 the meeting of outstanding obligations of the company. At 30th June 2010 the number of members was 32 (FY2009, 32 members).

Note 4: Events Subsequent To Reporting Dates

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

Note 5: Cash Flow Information

Reconciliation of cash flow from operations with profit after income tax

	2009/2010	2008/2009
	\$	\$
a) Reconciliation of Cash		
Cash at Bank	595,516	574,934
b) Reconciliation of net cash provided by Operating activities to operating surplus:		
Operating Surplus	622	986
Non-cash flows in operation surplus		
Depreciation	15,902	17,788
Changes in Assets and Liabilities		
Decrease/(Increase) in Receivables	(251,667)	112,697
Increase/(Decrease) in Provisions	(2,992)	4,919
Increase/(Decrease) in Grant in Advance	253,967	(103,751)
Increase/(Decrease) in Payroll Liabilities	7,642	74,628
Increase/(Decrease) in GST	24,515	(18,479)
Cash Flows from Operations	47,989	88,788

Migrant Information Centre (Eastern Melbourne) Limited
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Note 6: 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



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 statement of comprehensive income, statement of financial position as at 30 June 2010, statement of changes in equity, statement of cash flow for the year then ended, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the requirements of the Corporations Act 2001 and are appropriate to meet the needs of the members. The directors' responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing 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 and fair presentation of the financial report 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.

**RENSHAW
DAWSON
LANG**

**Chartered
Accountants**

60-64 Railway Rd, Blackburn
Telephone: (03) 9878 1477
Facsimile: (03) 9894 1798
P.O. Box 189, Blackburn, 3130.
Renshaw Dawson Lang
Pty Ltd ACN 006 634 028
ABN 84 164 947 290

Incorporating the practice of
**Kimberly Smith
Partners**

DIRECTORS:
Robert J. Hurrell FCA
Fraser W. Holt CA
Joel L. Hernandez CA
Anthony J. Dunstan CA

CONSULTANTS:
Max K. Dawson CA
Robert J. Lang CA
William F. Renshaw FCA

E-mail: contact@renshawdawsonlang.com.au Website: www.renshawdawsonlang.com.au

Liability limited by a scheme approved under Professional Standards Legislation

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

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting under the Corporations Act 2001. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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 Corporation Act 2001.

Auditor's Opinion

In our opinion the financial report of Migrant Information Centre (Eastern Melbourne) Limited is in accordance with the Corporations Act 2001, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2010 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with the Corporations Regulations 2001.

Renshaw Dawson Lang
Chartered Accountants

Robert J Hurrell, FCA
Blackburn, Victoria



31 August 2010

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

**AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C
OF THE CORPORATIONS ACT 2001 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 2010 there have been:

- i. no contraventions of the auditor independence requirements as
set out in the Corporations Act 2001 in relation to the audit;
and
- ii. no contraventions of any applicable code of professional
conduct in relation to the audit.

Renshaw Dawson Lang
Chartered Accountants

Robert J Hurrell, FCA
Blackburn, Victoria



31 August 2010



**R E N S H A W
D A W S O N
L A N G**

**C h a r t e r e d
A c c o u n t a n t s**

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