



Migrant Information Centre (Eastern Melbourne)

Annual Report 2010-2011

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Migrant Information Centre (Eastern Melbourne)
Annual Report 2010/2011

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For further information contact the Migrant Information Centre
(Eastern Melbourne)
Town Hall Hub, Suite 2/27 Bank Street, Box Hill 3128
Telephone: 9285 4888 Fax: 9285 4882
Email: mic@miceastmelb.com.au
Web Site: www.miceastmelb.com.au

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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 2010/2011 included:
 - Over 1200 individuals were assisted to successfully settle through 5900 contacts
 - Over 5000 people attended 310 information sessions that explained aspects of life in Australia and living in the Eastern Region of Melbourne
 - Over 590 individuals attended information sessions on aged care and related services
 - Two hundred and thirty five individuals from 18 culturally and linguistically diverse communities were trained in the use of computers
 - Over 500 staff from local agencies attended information sessions on the needs and cultural backgrounds of our client groups
 - Over 2000 children learned about aspects of cultural diversity through the Leadership and Multicultural Program in local primary schools
 - Two community events were held to celebrate cultural diversity with over 600 individuals attending
 - 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.

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.

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.



Refuge Week Event June 2011

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 responsible for the Say No to Crime Project. The project is funded through the Attorney General's Department and aims to prevent crime in the Chin communities from Burma and the Bor communities from Southern Sudan.

Lorraine Busuttil

Lorraine is responsible for developing and delivering the Leadership and Multicultural Project in three local primary schools, a playgroup 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 was responsible for two projects: Dementia Awareness Program and Volunteering in CALD Communities. The former is designed to raise awareness of dementia amongst young people from CALD backgrounds and later to celebrate and promote volunteering within CALD communities. Robyn also works with the Multicultural Equity and Access Program. This is a Department of Health 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. Nyadang left the MIC in February 2011.

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. Dure left the MIC to travel in April 2011.

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 and she is a project worker 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 is also responsible for a project that teaches refugees and older migrants to use computers. Geraldine speaks Bahasa Malaysian and Bahasa Indonesian.

Theresa Jolley

Theresa is responsible for the Youth Connections Program. 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.

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.

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 speaks Farsi and Dari and is a registered migration agent who provides migration advice to refugees and clients eligible under the Department of Immigration and Citizenship Immigration Advice and Application Assistance Scheme (IAAAS) program. Safieh is also a project worker for the Multicultural Equity and Access Program. This is a Department of Health 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 is a settlement case worker who assists refugees and family stream migrants with low English proficiency to successfully settle in the region and is a project worker 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.

Mehul Patel

Mehul delivered the Cool Kids and Rainbows program. The program is designed to assist young refugees to successfully settle.

Sharon Porteous

Sharon is one of the project workers responsible for the Multicultural Equity and Access Program. This is a Department of Health 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.

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 Tipper

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

Randika Wijekoon

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

Wanling Zhang

Wanling is one of the project workers responsible for the Multicultural Equity and Access Program. This is a Department of Health 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 2000 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 from pre-school aged children with playgroups 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 2010/2011, the work of the MIC staff included:

Settlement Services:

- Settlement services were provided on over 5900 occasions to over 1200 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 2010/2011 information sessions were given on a range of topics including Family Law, finding employment, Role of Police, Australian culture and citizenship, family relationships, women's health, migration issues, consumers rights, buying a car, renting houses, healthy mothers and babies, crime prevention, road safety, emotional health and wellbeing, Centrelink, Insurance and the Victoria education system.
- This year 310 information sessions were delivered with over 5000 people attending the sessions.
- Holding a Multicultural Youth Sports Festival with over 200 young people. Local sporting clubs participated providing young people with the opportunity to try badminton, tennis and Australian Football. In addition soccer and volley ball matches were held as well as other activities including face painting and hair braiding.
- Holding an eight week Hip Hop program for young refugees. In addition to hip hop local agencies presented information about their services to participants. An average of 30 young people attended the program.
- Holding excursions with recently arrived refugee communities to local attractions that are accessible by public transport. Excursions held included trips to Victoria Market, Parliament, Victoria Art Gallery and the Botanical Gardens
- Recruiting, training and supporting 64 volunteers to assist recently arrived refugee individuals and families to successfully settle.



Excursion to Chesterfield farm with the Sudanese community April 2011



Karen Excursion February 2011

- Holding six driver education programs in partnership with Metropolitan Traffic Education Centre (METEC), four for adults and one for senior secondary school students. One hundred and forty seven people attended the adult programs and 36 students participated in the youth programs. The program included information sessions on road rules and practical driving experience.

Family Support Services

- Developing and delivering an eight week program for women from the Zomi community who are experiencing or are of risk of experiencing or have experienced family violence. A maximum of eight women attended the sessions which had two facilitators and one bilingual worker.
- Providing relationship counselling to 28 clients and delivering information sessions on relationship difficulties, emotional well being, mental health issues and anger management to 124 individuals.
- Providing family support to 30 families. This included 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 them.

Children and Youth Services

- Holding five 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 2010/2011 over 40 children participated in the program.
- School Holiday activities were held including excursions to the beach, art and craft workshops, swimming, and bowling. Over 300 young people participated in the programs.
- Holding three homework support programs for primary and secondary school aged children. Over seventy children participated in the program.
- 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 2010/2011 the MIC based worker assisted 35 young people.



Filipino seniors in the Internet and mobile phone training program August 2010

Older Persons Services

- Holding 15 information sessions for older migrants on a range of topics including, community health, HACC, local government services, falls prevention, stroke awareness, planning for retirement, funeral services, senior rights, carer support, consumer affairs, aged pension and diabetes. Over 400 people attended these sessions.
- Holding four visits to aged care facilities for older migrant communities. Eighty three participants were involved in the visits.
- Holding five tours of local HACC services. Over 70 people participated in the tours.

- Holding ten training sessions for service providers with over 140 people attending the sessions. Topics covered included - understanding specific cultures including Polish, Chinese and Indian cultures, Introduction to Cultural Awareness and Effective Communication, Exploring Cultural Festivals and Promoting your Service to CALD Communities.
- Developing a number of resources including a carer's information booklet translated into Arabic, Chinese, Hungarian, Karen, Korean, Laotian, Macedonian, Persian, Polish, Russian, Tamil and Vietnamese.

Fund Raising and Awards

In May 2011 the MIC held a trivia night to raise funds for the MIC's settlement support fund. Over 150 people attended the function and over \$4000 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. Two sausage sizzles were held at Bunnings Croydon and Box Hill raising over \$2000.



MIC staff cooking at Bunnings Box Hill January 2011

In August 2009 Hannah Kinross, a MIC staff member, was tragically killed in the Kokoda plane crash. In Hannah's memory the MIC has established a fund that will be used to assist young refugees to play sport. In 2010/11 the fund paid for a number of young people to join sporting clubs including Auskick, soccer and swimming clubs. The Hannah Kinross award - MIC staff nominate a MIC staff member whose work, in the previous 12 months, best reflects the mission of the MIC – was jointly awarded to Diana Campbell and Niquita Meyers.

The Year Ahead

In 2011/12 the MIC will continue to build its client base and its work with both migrant community groups and local agencies. Our work will include:

- 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 two leadership camps for young people involved in the Say No to Crime project and support the trained leaders to develop, deliver and evaluate a series of activities with their peers in the eastern and western regions of Melbourne and in Gippsland.
- Hold a camp with members of the Sudanese community which will include a series of workshops on parenting
- Hold four homework support groups
- Hold over 150 activities and programs for individuals from refugee communities that will assist participants to successfully settle
- Deliver 7 information sessions to older people from CALD communities about aged care services and hold four tours to aged care facilities for the communities
- Hold 30 cultural training sessions for local service providers
- 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

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', written in a cursive style.

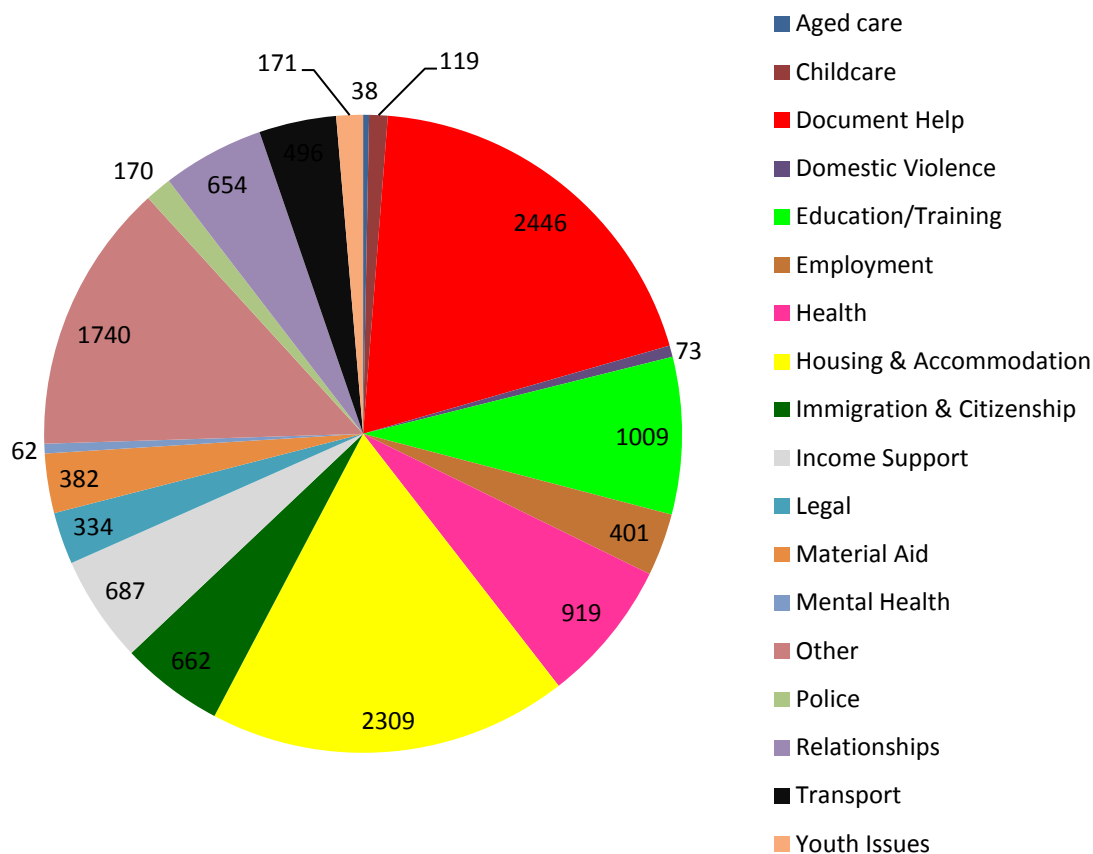
Robert Colla
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2011, staff provided settlement assistance, funded through the Department of Immigration and Citizenship, to over 1100 refugees and family stream migrants with low English proficiency living in the Eastern Region. Services were provided through 5947 client contacts.

Figure 1: Issues presented by clients July 2010 - June 2011



As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (2446) of inquiries were related to assisting clients with documents – this includes assisting clients to understand and complete forms and to understand bills and letters from government departments and utility companies. The second largest number of inquiries were related to assisting clients to secure housing.

Seventy - two percent (4268) of contacts were face to face and twenty - eight percent (1643) by telephone.

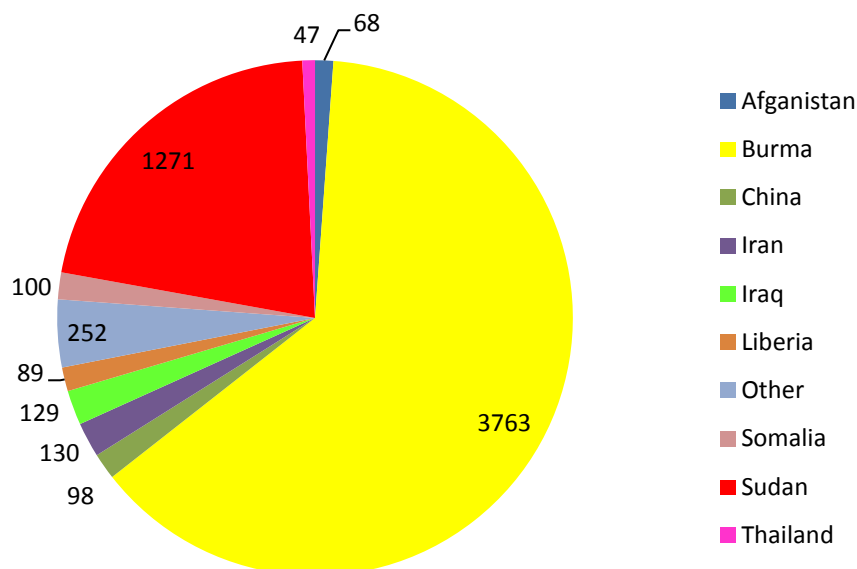
Referrals to MIC services came from a variety of sources including family and friends (192), health professionals (198), government agencies (150), for example, Centrelink and Office of Housing, real estate agents (182) and schools (206).

MIC staff refer clients to a number of other services for assistance. In 2010/2011 this work included referrals to government agencies (2009), health professionals (1486), community

housing providers (823), real estate agents (2070), schools (748) and utility companies (966).

As Figure 2 shows, the largest number of contacts were born in Burma and Sudan. Other countries of birth include China, Ethiopia, Pakistan, Rwanda and Tibet.

Figure 2: Country of birth of clients July 2010 - June 2011



In addition to providing settlement services from the MIC's office in Box Hill, services are also provided five days per week in Croydon and one day per week at Swinburne Croydon. The youth settlement workers also provided a weekly outreach service at Croydon, Maroondah 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 to Arabic, Chinese, Dinka, Farsi/Dari, Hakha Chin and Karen languages. Comments on the service received in 2010/2011 included:

- *The work of the MIC is very good. I always find help from the MIC.*
- *May God bless you to be able to help those people who are in need and who could not speak English.*
- *MIC helped with various letters that we don't understand, the staff would explain to us and that is very helpful.*
- *MIC is doing good job, I believe without support of MIC, majority of refugees would not settle well in Australia. Congratulation to MIC.*
- *I find MIC service is very helpful to me in particular and to other refugees as they always tell me.*
- *I appreciate the work render by MIC. I believe refugee in eastern suburbs could not do without the support of the MIC.*

In June 2011 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 thirty three 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

83% of respondents indicating that the services strengthened their understanding of other services, what they do and how they can access them. Comments received included:

- *I am very grateful for all the work they have done for us.*
- *MIC is well known for the Chin community.*
- *MIC needs to provide more programs for new refugees.*
- *Without MIC, we will not be able to settle in Australia.*
- *I was very happy with the staff from Burma.*
- *All the information for the Medicare card was very useful.*
- *The way MIC help the community is excellent.*
- *On our own feet, we cannot stand on our feet so having MIC helping us is very good for me and my community.*
- *They help a lot and are good friend for us if we need anything for example English is a second language for us and if we ask other services they do not understand but MIC understands.*

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 2010/2011 the MIC delivered services to four families under this program.

Cultural Partnerships for Harmony - Diversity and Social Cohesion Program

The Cultural Partnerships for Harmony project was funded through the Department of Immigration and Citizenship's Diversity and Social Cohesion Program and was designed to address racism and intolerance in the Eastern Region.

The work of the Cultural Partnerships for Harmony project was guided by the issues of racism and intolerance identified by reference group members. Two critical reference groups were established with 14 people representing a variety of ages from the Australian, Sudanese, Karen, Iranian, Afghan and Filipino communities. One group was youth-based and was held at Maroondah Secondary College and the other was open to all ages.

Issues identified by reference group members included:

- Racist behaviour and abuse in public places including the Ringwood Train Station and Ringwood Skate Park particularly from young people
- Concerns of racism in accessing and maintaining employment
- Lack of satisfaction when reporting racism to authorities
- Public perceptions around newly arrived communities as shown in the media
- Segregation of newly arrived communities
- Racist behaviour and abuse in the school environment
- Racism from Police Officers
- Accessing interpreters in medical clinics



*Reporting and Dealing with Racism workshop
Box Hill February 2011*

In response to the issues raised a number of strategies were implemented including:

- The Skate Program included cross cultural and refugee awareness training for skate trainers and mentors in the program, a six-week skate program for young people from refugee backgrounds and Australian-born young people to learn how to skate and a Skate Youth Event. Twelve participants completed the program and really enjoyed it

with comments such as the program was *'really fun', 'awesome' and 'cool'*. Additionally, all participants reported that the workshops helped to increase opportunities for cross-cultural friendships with comments stating they felt *'comfortable and accepted'* in the group; that other participants were *'friendly'*; and that *'skating together'* and *'playing together'* gave them a chance to develop new relationships.

- The 'Toss the Myth' activity was developed and delivered at the Maroondah Festival and the Whitehorse Harmony Day Festival. 'Toss the Myth' is an interactive game to address the myths around asylum seekers and refugees in the local community. A series of questions and answers were developed and referenced and were given to participants. Over 75 people played the game and were generally surprised at the information given. The three main areas people identified as learning something new in were:
 - the length of time spent in a refugee camp;
 - that more asylum seekers came by plane than by boat and,
 - that people from Burma were the largest group residing in the local area.
- The 'Reporting and Dealing with Racism' workshop series was created in partnership with the Victoria Police Multicultural Liaison Officer for the Eastern Region and the Victorian Equal Opportunity and Human Rights Commission (the Commission). Three workshops were held with 83 people participating. Feedback was very positive with comments such as *'We are the new arrivals in this country and such information session on racism is very helpful to us. Just to keep up and have some awareness regarding this issue we would like you to organise session like this at least once in 3 months time. Thank you'* and *'Because of this meeting, we learn about our rights and what we can do with our settlement in this country. Now we know what to report to the Police and the Human Rights Commission'*. Across all three workshops, 91% of the community members who attended the workshops and completed feedback sheets said that they felt the workshop increased their confidence that they will receive a satisfactory outcome/response when they report racism. Furthermore, 15 Police Officers, one presenter from the Victorian Equal Opportunity and Human Rights Commission and two presenters from the Eastern Legal Community Centre (ECLC) attended the workshops. Out of this, 12 completed feedback sheets with nine presenters stating that they have a better understanding of the racism experienced by newly arrived communities after participating in these workshops. Comments were:
 - *It was good for the organisations to hear the concerns of the community.*
 - *The session was very valuable and each service had a chance to speak when relevant but the group directed what we spent time on.*
 - *Made Vic Pol member more aware of racial vilification and community expectations.*
 - *Good to have Police VEOHRC and legal aid so they could each talk about how they can help with racism.*
- The Cultural Recipe Book was launched at the Whitehorse Harmony Day Festival. Seven reference group members submitted recipes from their own cultural backgrounds as well as others they liked from different cultures. The cultures represented in the Cultural Recipe Book were Afghan, Karen, Bangladesh, Pakistani, German, Sudanese and Anglo-Australia. The book included photos of people from newly arrived cultural groups in Eastern Melbourne. Descriptions of the food and their cultural significance as well as a world map indicating the location of the countries were also included. Additionally, one of the members of the youth reference group drew a picture inspired by the project and this picture was scanned and included in the book. Five hundred copies of the Cultural Recipe Book were distributed to the broader community through local libraries, leisure centres, schools, local Council offices and

service providers. Over 200 copies were distributed at the Whitehorse Harmony Day Festival.

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 2010/2011 the program offered support to 33 families. The support included providing parents with practical strategies on household management, parenting, disciplining children, nutrition and family violence. The program receives referrals from a number of agencies including Child Protection, schools and family and youth services.

In 2010/2011 the program also delivered 8 Cool Kids and Rainbow's programs with 64 children participating. 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. 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.



School Holiday Program Ice Skating January 2011

A six week parenting program for people from the Karen community was held with an average of 23 people attending each session. The program covered communicating with adolescents, adolescent development, mental health and adolescent drug and alcohol issues. Feedback from participants was positive with comments including: *Wanted more sessions giving information like this, more information on drug and alcohol issues.*

Four school holiday programs were offered to 460 children. The programs included taking the children to the beach, movies, bowling, Science Works, roller skating, the fire station, football clinic for boys and craft activities with girls.

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 2010/2011. In addition information sessions were held with five communities with 124 people attending. Topics covered in the sessions included dealing with relationship difficulties, mental health issues and anger management.

Family Violence Program

The MIC received funding through Eastern Domestic Violence Service Integrated Family Violence Service to support women from CALD communities who have experienced, are experiencing or at risk of experiencing family violence.

In 2010/2011 15 women received individual counselling and support through the program. An eight week program was held with women from the Hakha Chin community with an

average of six women attending. Six weeks of an eight week program was also held for women from the Zomi community. An average of eight women attended the sessions which had two facilitators and one bilingual worker. The program is funded by the Department of Human Services.

City of Whitehorse – Sudanese Youth Project

The Whitehorse Sudanese youth project provided leadership training to ten young Sudanese men who then planned and delivered a range of activities that supported other Sudanese young men to access recreation and leisure activities. This program targeted vulnerable Sudanese young people who have settled in the City of Whitehorse.

Eight leadership sessions were held including one hour of soccer to encourage engagement with youth and one hour of discussion and workshops. Topics covered in the discussions included, good communication and leadership skills, anger and conflict management, self esteem, intergenerational conflict, respect for girls, Australian laws and the role of Police, identification of young men's future needs and information on the risks of excessive drinking, smoking and drug use.

The leaders facilitated a range of activities for other young men including paint ball, networking, storytelling and a multicultural soccer game. An average of 15 young men attended the activities. Comments received from participants included:

- *I enjoyed meeting/discussions more than soccer.*
- *All discussions were very useful.*
- *I have learned a lot especially how to control myself and communicate with the police.*
- *I have learned that girls must be respected.*
- *More young people should be encouraged to attend such important sessions.*
- *I have learned the effect of drug and alcohol in my life.*
- *I was happy to learn how I could avoid quarrels with my parents.*
- *The leadership skills I learned will be helpful to me.*
- *I will pass what I learned to my colleagues.*
- *We need more sessions on matters related to young people's life.*

Croydon Secondary College Pizza Oven Project

In 2010 the MIC was funded through the Myer G4 fund to run a program with refugee and Australian-born students at Croydon Secondary College - based around a pizza oven! Twenty students met together over twelve weeks to get to know each other better, share their backgrounds and work in teams to create designs based on their cultural heritage and current identity. At the end of the program the participants worked in pairs to decorate the bricks of the *Heatmaster* pizza oven which will be set in the school grounds later this term. Comments from students about the program included: "I enjoyed connecting with other kids from different cultures and playing games, I just found it fun and interesting" and "it was amazing and I wish it went for longer". The MIC plans to build on the work of the Project by running a group in 2012 to run peer-lessons about multiculturalism, refugee issues and harmony for all students in years 7 and 8.

Green Town

In May 2011 the MIC commenced a project in partnership with Environment Victoria that will recruit and train twelve members of the Burmese communities living in the Outer East to carry out environmental assessments of local households. The assessors will then assist local residents from their own communities to reduce their energy bills and achieve reductions in energy use, water use and waste going to landfill. The program is an initiative of Environment Victoria and has been funded by the Victorian Government Sustainability Fund.

Healthy Lifestyles

Twenty-four information sessions were held with refugee communities to increase participant's knowledge on healthy eating and the importance of exercise. Sessions were held with the Karen, Sudanese, Tibetan and Zomi communities with each community having a series of 6 sessions. A variety of speakers presented to the groups using both bi-lingual workers and interpreters. Topics covered included exercising indoors, diabetes prevention and healthy living, cooking demonstrations, reading food labels and making healthy lunches. Over 400 people attended the sessions. The program was funded through the Department of Immigration and Citizenship Settlement Grants Program.

Healthy Lifestyles

The MIC received funding from the Shire of Yarra Ranges to strengthen the understanding refugee communities on the importance of healthy foods and physical exercise. Eighteen information sessions were held, six sessions were held with Hakha Chin, Matu Chin and Karen communities.

The program included cooking demonstrations, exercise and relaxation techniques and art sessions. A number of the art works developed in the program were included in an art exhibition that was held in the Shire of Yarra Ranges to celebrate Refugee Week. Over 200 people attended the 18 sessions.

Homework Support Programs

Homework support programs were offered at Knox Library, Croydon Library and Great Ryrie Primary School each week of the school term. An average of 12 students attended each week with the support of five volunteer tutors at the Knox and Croydon library programs and 30 students and seven tutors at Great Ryrie Primary School. These programs are funded through the Centre for Multicultural Youth under the Learning Beyond the Bell Program and the Department of Immigration and Citizenship Settlement Grants Program.



*Croydon Homework Support Program
breakup party December 2010*

Information and Communication Technology (ICT) Project

In 2010/2011 the MIC received funding from the Department of Planning and Community Development (DPCD) to run training courses on computer skills for older citizens from CALD backgrounds and newly arrived refugees. One hundred people were trained through this program and all were equipped with skills and confidence to undertake further study in computers through mainstream providers.

The aim of the project was to increase the use of information and communication technology (ICT) in disadvantaged communities. By providing increased opportunities for ICT access, support and training, the project aimed to build participant's confidence in the use of computers and reduce barriers to accessing mainstream ICT programs offered in their local communities. The program targeted communities identified in the State Governments Skilled Reform Agenda. Ten ethnic communities - Afghan, Hakha-Chin, Indian, Iranian, Iraqi, Karen, Mizo, Sri Lankan, Sudanese and Zomi - registered for the program.

The project delivered "Basic Computing" and "Microsoft Word" courses to the target groups with the assistance of 5 trained volunteers, 5 bilingual workers and 3 trainers. Ten weeks of sessions were held for each group at various sites: Central Ringwood Community Centre, Box Hill Town Hall, Oakleigh Community Hall and Wesley Do Care in Boronia.

Evaluation of the sessions has found the practical exercises were highly effective and empowering. In addition, the ability to use the computers independently was evident through the positive feedback received from each session. Comments included:

- *I have learnt so many new things about computer. I am very happy. Thanks to the trainer.*
- *Similar sessions must be arranged regularly if possible.*
- *An excellent program.*
- *The classes were extremely useful: Our thanks are due to the trainer and helpers.*
- *Very well done.*
- *This was a very useful training program.*

Immigration Advice and Application Assistance

This financial year the MIC has provided 85 immigration advice and referral services, 4 immigration application assistance services and 5 community information sessions under the Immigration Advice and Application Assistance Scheme (IAAAS) program. A total of 115 people attended the information sessions. The MIC receives funding for this program from the Department of Immigration and Citizenship and the majority being clients who are seeking advice on sponsoring a spouse or family member or women who are 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.

The Karen Kitchen Project

The MIC received funding from the Victorian Multicultural Commission Strengthening Communities Program for the Karen Kitchen Project in partnership with Yurrunga Community Centre and Eastern Access Community Health Centre.

Eight members of the Karen community with a keen interest in working in the catering industry completed a training program that included healthy eating and nutrition, safe food handling, menu development, kitchen techniques and food preparation including traditional Karen dishes, general catering and finger food.



*Participants of the Karen Kitchen
February 2011*

As a result of the project and with the assistance of their teacher Suzanne Aaltonen-Stroud, the group was employed to cater for 80 people who attended a social inclusion forum facilitated by Women's Health East, a multicultural luncheon as part of Cultural Diversity Week at Knox City Council and Karen food tasting sessions for students in Grades 5 and 6 at St Bernadette's and St Joseph's primary schools in Knox.

Leadership and Multicultural Project

The Leadership and Multicultural Program (LAMP) was implemented in six schools during 2010/2011. 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 in the school community.

In 2010/2011 applications for funding to School Focused Youth Services in Boroondara, Maroondah, Manningham, Monash and Whitehorse were successful in delivering the program in Auburn, Doncaster Gardens, Kalinda, Mullum, Ringwood Heights and St Judes Primary Schools.

In 2010/2011, 72 peer leaders were trained to run small groups (10 – 20 students) and whole school events. Overall, 2141 children participated in the program. Activities offered included information sessions on Sudanese, Burmese (Karen and Chin), Iranian, Indigenous

Australian, Chinese and Sri Lankan cultures, as well as sessions on Buddhist and Muslim beliefs. LAMP leaders were involved in organising Multicultural Days, multicultural games, international dress days, puppet shows which were written and performed by the leaders, and cultural presentations to individual classes.

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 was positive. Children's comments in the evaluation included:

- *I learnt about responsibility and how to communicate with all ages.*
- *I felt proud to be a leader and gained a lot of confidence.*
- *I learnt about the refugees and how difficult their life is.*
- *The multicultural games were really fun.*

Refugee Action Program

In 2010/2011 the MIC was funded under the Victorian Multicultural Commission's Refugee Action Program. This program is designed to work in partnership with refugee communities to achieve sustainable settlement outcomes.



*Karen Community Australia Day March
January 2011*

Following consultation with the communities a number of activities were undertaken including, completing driver education for 147 people and subsidised driving lessons for 126 people, training 51 people in the use of computers, establishing a Karen Language School, holding 10 excursions to local attractions including to craft markets, a beach trip, the Australia Day Parade, National Gallery of Victoria, Royal Botanical Gardens, Immigration Museum, Victorian Parliament, Melbourne Museum, Royal Melbourne Show, Phillip Island and Healesville Sanctuary.

In 2010/2011 the program worked with the Afghan, Karen, Chin, Iranian, Iraqi, Karen, Liberian and Sudanese communities.

Refugee Week

A refugee week event was held on 25th June 2011 by the MIC in partnership with a number of other agencies including Victoria Police, Country Fire Authority, AMES, Anchor, Communities' Council on Ethnic Issues, Maroondah and Knox City Council and the Shire of Yarra Ranges.

The event included an exhibition of art and craft work by refugees, dance and musical performances by refugee communities and a lunch cooked by members of the Karen community and served by members of the Police. This free event attracted approximately 500 people and was supported by funding from Knox and Maroondah City Councils and the Shire of Yarra Ranges, Communities' Council on Ethnic Issues (Eastern Region) and the Victorian Multicultural Commission.



*Karen dancers at the Refugee Week event June
2011*

Youth Connections

Youth Connections is a Commonwealth Government initiative funded through the Commonwealth Department of Education, Employment and Workplace Relations. The MIC, in partnership with Anglicare and KYM Youth Services, deliver the Youth Connections

program in the Local Government Areas of Monash, Whitehorse and Manningham. KYM Youth Services is the lead agency.

The program 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 disengaged from education and the wider community. The MIC's Youth Connections case manager supports young people to address barriers and explore education options with the aim of re-engaging with education, training or employment. Referrals come from a number of sources including Centrelink, Department of Human Services, Department of Education, community organisations, existing clients, family and friends and self referrals.

The MIC's Youth Connections case manager attends Mt Waverley Secondary College, Highvale Secondary College, Glen Waverley and Wellington Secondary College regularly to meet with students that have been identified as at risk of leaving school. Youth Connections works with the students to identify and implement strategies that will assist the young people to remain engaged in education and training or to successfully pathway into an alternative form of education.

The program also works with young people who have left school assisting them to address the issues that led them to leave, identify study/employment options, support them to explore these options and to reengage with training or employment.

Thirty five young people are currently registered with the Youth Connections Program at the MIC. In 2010/2011 the program supported young people to reengage with mainstream school, access community education programs such as KYM's Get Direction program and complete short courses such as security operations and warehousing and storage. Youth Connections also assisted young people to enrol in VCE or VCAL programs at TAFE, certificates in child care or aged care as well as access apprenticeships and pre-apprenticeships in trades such as building and construction or automotive technology.

Ten of the MIC's current Youth Connections cohorts are from refugee or culturally and linguistically diverse backgrounds. Youth Connections has provided practical support to these young people such as assistance with organisation and study skills and accessing tutors and homework programs. Youth Connections has also provided emotional support for clients struggling with issues at home, truancy, bullying or confidence/self esteem. During 2010 Youth Connections assisted two young refugees to complete year 12 gaining places in nursing and laboratory technology courses.

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:



Swimming Program February 2011

- A 10 week Swimming Program was conducted in partnership with Life Saving Victoria to increase young people's knowledge about water safety and develop their swimming skills. The program also aimed to increase their knowledge of local services and build stronger rapport and understanding with swimming staff.

- A two day Driver Education Program was conducted for 24 young people to create greater knowledge of road safety and Victorian road rules. Young people also received practical driving experience with qualified driving instructors. Some comments from participants were:
 - *It was fun as! Thanks for giving us opportunities.*
 - *I like the program and would love to do it again. Now I am confident to hit the road.*
 - *"I want to thank you for helping us with this and it was really useful. I want to do more about this.*

- A nine week Hip Hop transitional program was run to create an accessible recreational activity for refugee young people and give them an opportunity to connect with other young people. The program assisted young people to be more aware of the youth services in their area and become more familiar with the EV's space, what it offers and to connect with the worker's there. Local service providers came each week to engage with the young people and advise them of the services they can offer and how they can access them. The program resulted in giving young people confidence and helping create their own dance crew. As a result of the program the participants were later called by Maroondah Youth Service to perform at their Harmony Day event. Some comments from the program were:



Hip Hop Program October 2011

- *It's awesome.*
 - *Thank you for everything. I had learnt a lot of thing. I hope Hip Hop continues.*

- Three beach safety sessions were run with Life Saving Victoria to increase young people's knowledge of staying safe around water and especially the dangers around the beach. Rescue procedures were demonstrated and how Life Saving Victoria operates. Young people had the opportunity to engage in a fun and feasible activity for them and increased their understanding of local services. Some comments from the sessions were:



Beach excursion January 2011

- *I love it! Thank you very much.*
 - *This is very good for young people.*

- A Multicultural Sports Festival was held in March 2011. The purpose of the festival was to assist newly arrived refugee young people to connect into their communities and celebrate the rich cultural diversity we have in the East. It is also to introduce them to a variety of sports that they can participate in, provide a space for local sports clubs and young people to engage with each other and support young people in more healthy recreational activities.

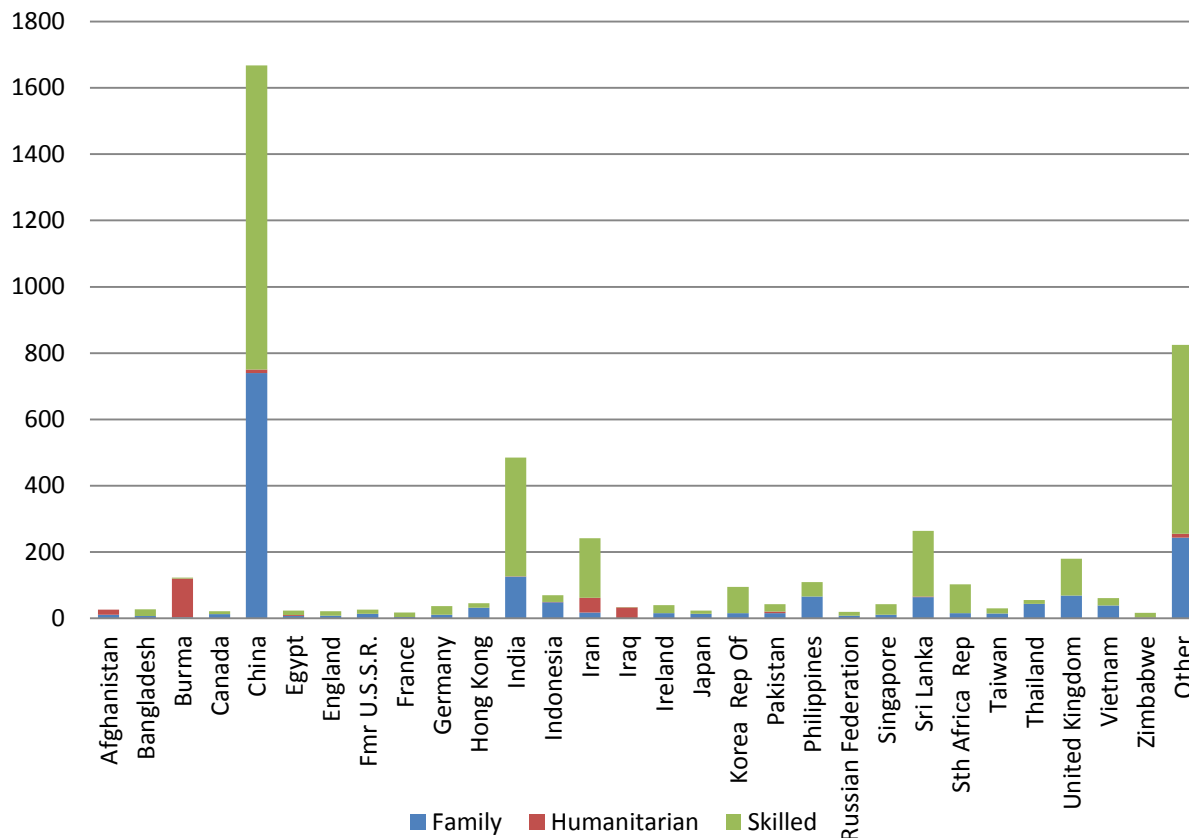
The festival hosted a multicultural soccer and basketball tournament as well as local sporting clubs running workshops for young people to "Come n Try" – workshops were held in cricket, tennis, volleyball, badminton and AFL. Additional entertainment and workshops included Bollywood dancing, Hip Hop dancing and African Drumming. Some comments were:

- *I really enjoyed all the sports.*
 - *I really enjoyed all the sports and I loved the Bollywood dancing– new experience.*
 - *I never seen like festival and it was awesome.*

Community Projects

People settling in the Eastern Region in 2010/2011 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 2011 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Region by Migration Stream and Country of Birth July 2010 - June 2011



Source: DIAC Settlement Database July 2011

As Figure 3 shows, the largest number of people settling in the region were born in China (1688) followed by India (485). The largest numbers of humanitarian entrants were from Burma. Over the past five years over 44,000 people have settled from overseas in the Eastern Region including over 1900 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 2010/11 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.

Chin Communities

Forty - nine sessions were held with communities from the Chin state of Burma in 2010/2011. Topics covered in the sessions included renting and buying a house in

Australia, citizenship, migration, women's health, healthy mothers and babies, insurance, the role of police and Australian Culture. An average of 23 people attended each session.

Sudanese Community

Twenty - two sessions were held with the Sudanese community in 2010/2011. Session topics included the Census, buying a house, family relationships, finding a job and superannuation. An average of ten people attended each session.

Employment Expos

In partnership with local agencies including Centrelink, Knox City Council and Swinburne TAFE an employment expo was held at Swinburne University Wantirna. The expo included presentations on employment related topics such as career pathways, "Job Searching Tips", working culture in Australia as well as interactive activities including mock interviews. One hundred people attended the event.



Participants at the Employment Expo in Croydon June 2011

A second expo was held in Croydon in partnership with Swinburne Croydon, Centrelink and local job service providers. Presentations were given on interview and employability skills, career planning and Australian workplace culture. One hundred and eighty two people attended.

Excursions

The MIC held 12 excursions for refugee communities in 2010/2011. The excursions were designed to encourage people to explore their local and wider community attractions that were of low or no cost. Excursions included the Art Gallery, Australia Day Parade, badminton courts, the beach, Botanical Gardens, Chesterfield Farm, MCG and Victoria Market. Over 200 people participated in the excursions with feedback indicating that they would take their family and friends on the same or similar excursions.



Karen community excursion to Edithvale beach January 2011

Information Sessions for the Karen community

Information sessions were held every second Wednesday evening with the Karen community. An average of over 40 adults attended each session. In 2010/2011 session topics included the Census, insurance, citizenship, home maintenance, community and public housing and Australian Culture.

Leadership Training

A series of four sessions were held with the Zomi 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. An average of 17 people attended the four sessions.

Multicultural Cup

The MIC hosted a multicultural soccer tournament over two days in April 2011. Over 200 people attended the event with the Chin, Falam, Karen, Liberian, Matupi, Sudanese and Zomi communities participating. The Liberian team won the tournament.

Starting a Cottage Industry

The MIC delivered a series of information sessions for people from refugee backgrounds interested in establishing a business or cottage industry. An average of 12 people attended each session. 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.

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 Ms Anna Burke, MP the member for the federal seat of Chisholm.

Support to Refugee Community Associations

Through the Department of Immigration and Citizenship Settlement Grants Program the MIC provided support to refugee community associations. In 2010/2011, the MIC assisted a number of groups to apply for funding including Eastern Karen Community Association Melbourne, Lailun Pawlkon Association, Maroondah Southern Sudanese Christian Welfare Association, Mizo Association and the Tibetan Community. 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.

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 2010/2011 programs included:

Community Partners Program (CPP)

The CPP project received funding assistance from the Federal Department of Health and Ageing under the Community Partners Program. 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 information and support services.

In 2010/2011, the project achieved its objective through working with CALD communities and aged care service providers in the Eastern region. The following activities were implemented:



Cultural Festivals Training – 2011

Information Sessions

Twelve information sessions were provided to various community groups/clubs. Topics included options in aged care, respite care, palliative care, aged care assessment service and carer support services. Communities involved included the Chinese, Indian, Japanese, Korean, Maltese, Polish, Russian and Tamil.

Each information session was delivered in the usual club venue and on a regular club day, therefore making it more convenient for members to attend. A total of 540 community members attended the twelve sessions with an average of 45 participants attending each session. Central East ACAS, Eastern Palliative Care, Villa Maria and Carers Victoria were involved in some of the information sessions by giving presentations to the groups.



*Members of the Indian senior community
Camberwell 2011*

In addition, CPP actively participated in three Carer Expos by organising carers from CALD backgrounds to attend the Expos and assisting participants visiting the display stalls. CPP also set up a display table at the expo and distributed aged care and carer support information to participants.

Service Tours

Four service tours to aged care facilities were conducted to increase understanding of available services. Each tour included a walking tour of the facility, information about services provided at the facility and how to access the services. A total of 81 participants were involved in the tours. Communities involved included the Chinese, Hungarian, Karen, Korean and Laotian. The facilities visited were local community health centre, respite day centres and residential facilities.



Alzheimer's memory centre September 2010

Cultural Celebration Days

Four cultural celebration days were held within aged care facilities to establish relationships and enhance mutual understanding between CALD communities and aged care services. Each celebration included an introduction of a specific culture by members of the group and traditional music, songs, dancing, clothing and food were used to celebrate the day. A total of 83 members from CALD communities participated in the four cultural celebration days.

Cultural Briefings

Cultural briefings were developed for aged care workers to increase cultural awareness and assist in providing culturally appropriate care to CALD communities. Four cultural briefing sessions were delivered to workers from aged care services in the Eastern Region. The four sessions were about understanding Korean, Sri Lankan, Vietnamese and Regions of Former Yugoslavia communities. Specific cultural information, barriers for ageing CALD communities to access services, perceptions about caring and information about death and dying were provided. A total of 57 people attended the sessions with an average of 14 participants at each session.

Resources for CALD Carers

An 'Information about carer support services' booklet was developed and translated into twelve languages – Arabic, Chinese (Traditional), Hungarian, Karen, Korean, Laotian, Macedonian, Persian, Polish, Russian, Tamil, and Vietnamese. They are available for downloading from the MIC's website <http://www.miceastmelb.com.au/agedcareclients.htm>.

Consultation was held during the development of the booklet with community members and some key carers service providers such as Carers Victoria, Uniting Care Community Options, Uniting Aged Care, Villa Maria, National Respite for Carers Program Network and

EMR CALD Aged Care Network. The translations were cross checked by community members and bilingual workers from ethno-specific organisations making sure that the translation was easy to read and understand and correctly conveyed the meaning of the information.

This booklet helps CALD carers understand the term 'Carer'. It describes the range of support services available and also includes a list of organisations that provide carer support services in the Eastern region. The booklet has been and will continue to be distributed to community members at information sessions.

Consultations with CALD Carers

Three carer focus group discussions were held, two with carers from the Indian community and one with the Cambodian community. Through focus group discussions, attitudes towards caring and accepting outside services were identified. Barriers to current services and carer's needs of support were explored. Based on the findings, MIC will work with Carers Victoria to determine strategies and actions to address the issues and needs of CALD carers in 2011/2012.

Partnership with Carers Victoria

Working in partnership with Carers Victoria, the following resources were developed to raise awareness about carers and caring in the community:

- Radio recording and announcement in different languages to be broadcasted through ethnic and multicultural radio stations to reach the general community
- Posters in different languages to promote and identify who carers are
- DVD in different languages to highlight who are carers, what do they do to look after family members and friends and who to contact when they need assistance



Members of the Karen Community at the Lotus Garden February 2011

The following communities, groups and clubs were involved in the above activities. The presidents and/or coordinators of the groups have provided invaluable support and hence made the CPP a very successful project.

- Box Hill Chinese Senior Citizens Club
- Box Hill Russian Senior Citizens Club
- Camberwell Indian Senior Citizens Forum
- Chinese Cancer Society
- Eastern Region Chinese Social Club
- Karen Seniors Group
- Lao Elderly Association
- Maltese Senior Citizens Club
- Monash Chinese Friendship Association
- Nunawading Hungarian Senior Citizens Club
- Indian Senior Citizens Association
- Rowville Polish Senior Citizens Club
- The Chinese Senior Citizens Club of Manningham
- The Association of New Elderly Inc
- Tamil Senior Citizens Fellowship (Victoria) Inc
- Wesley Do Care Cambodian Support Group

Dementia Awareness in CALD Communities across the Generations

The 'Dementia Awareness in CALD Communities across the Generations' project was funded by the Federal Department of Health and Ageing. The main aim of the project was to

increase awareness and understanding about dementia including intervention, risk reduction and supports available for members of CALD communities across the generations.

The project specifically targeted younger and older people from a variety of CALD backgrounds. The project targeted 99 students (69 students from English as a Second Language (ESL) class and 30 students from mainstream classes) from four secondary schools across years 8 and 9. The project also targeted 256 older people over the age of 60 years from a range of CALD backgrounds including Cambodian, Chinese, Hungarian, Indian, Iranian, Korean, Laotian, Filipino and Vietnamese.

In 2010/2011, the project achieved its objectives through the following activities:

Dementia Information and Activity Sessions

Three information and activity sessions for each class were designed to provide students with factual information about dementia at the same time as providing them with stimulating activities that related to the prevention of dementia such as brain teasers, word games, etc. A total of 21 sessions were undertaken with 99 students to increase their awareness of and understanding about dementia. Feedback from students showed an increase in awareness and understanding of dementia. Some of the comments provided by students included:

- *I like how we became aware of dementia so we can become ready if one of our family members gets it*
- *We should give respect and special care to the group of people with dementia*

Excursions to Dementia Planned Activity Groups (PAGs)

Excursions for students to visit dementia PAGs were organised and undertaken to increase understanding about dementia and the services available in their community. A total of nine excursions were undertaken, where 77 students visited four different dementia PAGs. Feedback from students was positive with 91% (62 out of 68) of students commenting that the excursions helped them to understand the types of services available. One student commented: *It was good to be able to see the effect that dementia has on real people, because it made the whole concept of dementia more real to me.*

Excursions to CALD Senior Citizens Groups

Excursion for students to visit CALD Senior Citizens Clubs were organised to provide them with the opportunity to show older members of the community the presentations they had developed on dementia and to learn about the clubs and their culture. The excursions also gave CALD seniors a chance to meet younger people, play games and share stories, which helped to bridge the gap between the generations. A total of two excursions involved 38 students and 106 CALD seniors from the Chinese and Hungarian communities. The feedback from both students and seniors was positive.



Two Wellington SC students playing the dementia prevention memory game October 2010



Mt Waverley SC students presenting their posters about dementia to older members from the Chinese community October 2010

Multicultural Intergeneration Celebration

A Multicultural Intergeneration Celebration for 43 students and 150 CALD seniors was organised to increase awareness of and understanding about dementia and focused on to bridge the gap between generations. The program included information sessions from Alzheimer's Australia Victoria and Direct2Care, time for students to present their work to CALD seniors, cultural entertainment, brain training exercise and the opportunity to play games together. Feedback from students was positive with 98% (39 out of 40) of the students indicating that they liked 'meeting and talking with older people'. Some of the comments from students after the event included:



- *It was really interesting simply because I never talk to elderly people.*
- *I learnt that the older generation are quite smart and they are really friendly.*

Students and CALD seniors playing a board game created by students about dementia prevention November 2010

Feedback collected from CALD seniors after the event indicated that they were very pleased to participate in activities that involved younger people and 90% (97 out of 108) of CALD seniors reported that the celebration event increased their understanding and awareness of dementia and the services available for people with dementia. Some of the comments provided by CALD seniors included:

- *The student's pictures and photos help me to know more about Alzheimer's disease.*
- *I felt young again while talking to those young people - students were kind and energetic.*

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 MEAP in 2010/11 included:

Eastern Metropolitan Region EMR CALD Aged Care Network

Five Network meetings were held in 2010/11. One hundred and forty - three people attended the meetings. By June 2011 the Network had grown to 212 members representing 99 agencies and groups, including 30 multicultural or ethno-specific agencies and groups and 69 mainstream service providers across the seven local government areas of the Eastern Region. The expansion of the Network over the year may have been the result of a broadening of the scope of the Network to include all aged care services. Network meetings included updates from the Victorian Department of Health, guest speakers highlighting good practice in provision of culturally appropriate



Representatives from Knox and Nunawading Hungarian Senior Citizens Clubs at Network Meeting, November 2011

services, discussion about current relevant issues, and updates from individual organisations. The Network also provided an opportunity for participants to meet each other and discuss individual and local issues and how these can be addressed in the future. The Network was surveyed in November 2010 with 27 responses received. Feedback indicated that members found most aspects of the Network useful to extremely useful, with 97% saying that the opportunity to meet other organisations and groups was useful to extremely useful. In addition all respondents said this exchange had a moderate to considerable impact on their work.

As part of the Network there were three EMR CALD Aged Care Network working groups supported by MEAP in 2010/11:

- The EMR CALD Aged Care Reference Group provided support and advice to the two key aged care equity and access projects at the MIC (MEAP and Community Partners Program). There were 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 2010/11 this group met four times.
- The EMR CALD Volunteering Working Group had 10 members from the volunteer resource centres in the EMR as well as ethno-specific organisations and workers. In 2010/11 the Volunteering Working Group was successful with a grant application to the Department of Planning and Community Development to deliver the Inviting and Celebrating Cultural Diversity in Volunteering in the EMR Project. The project also received funding from Department of Health, Victorian Multicultural Commission, Boroondara Volunteer Resource Centre, Monash Volunteer Resource Centre and Eastern Volunteers. This project is reported on separately in the annual report. In February 2011 the Working Group reviewed their terms of reference and agreed to operate as a stand alone working group in the future. It will be supported by MIC until December 2011.
- A new CALD Carers Working Group was established in 2010 due to interest expressed at the Network meetings in 2009. This working group held 5 meetings in 2010/11 and had 12 members. As per the terms of reference, the working group was reviewed in May 2011. The MIC will continue to work with CALD carers but meetings of the working group has been postponed.
- 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 at least once per month.

Assistance to CALD community groups

During 2010/2011 the project provided direct assistance to 24 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 Chinese Group
- Ashburton Support Services Vietnamese Group
- Australian Coptic Society in Knox
- Box Hill Russian Seniors Group
- Box Hill Senior Chinese Citizen's Club
- Boroondara Vietnamese Seniors Association (BVA)
- Burmese Karen Seniors
- Burmese Zomi Seniors
- Camberwell Indian Seniors Forum
- Eastern Region Chinese Social Club
- Eastern Senior Chinese Association Inc (Kew)

- Indian Senior Citizen's Association
- Iranian Senior Citizen's of Victoria
- Italian Seniors in Manningham
- Jing Song Senior Chinese Men's Inc
- Karen Elderly Group
- Knox Hungarian Senior Citizen's Club
- Lao Elderly Association of Victoria
- Manningham Coptic Senior Citizen's Club
- Monash Chinese Friendship Association
- Monash Korean Seniors Association
- Nunawading Hungarian Senior Citizen's Club
- Sikh Welfare Council of Victoria
- Tamil Senior Citizen's Fellowship
- Whitehorse Older Persons Action Group

Examples of support provided include:

- Come and try exercise class for Italian seniors as part of Manningham Healthy Lifestyle Week in March 2011
- Assisting Camberwell Indian and Iranian Senior Citizens Forum to apply for grants
- Consulting with Jing Song Senior Chinese Men's Association about their understanding of HACC and aged care services
- Taking the Lao elderly to visit Whitehorse Community Health Service
- Organised for the Karen Elderly to visit Maroondah City Council aged care services



Manningham Italian Seniors "Come and Try" Exercise Class, March 2011

In 2010/11 MEAP also developed and distributed two newsletters for ethno-specific seniors clubs in the EMR. The newsletters highlighted activities that both MEAP and CPP has undertaken with CALD seniors and provided key information such as the availability of Heatwave brochures in other languages. This was distributed to 111 ethno-specific seniors clubs.

MEAP has set up a Speakers Information List data base for ethno-specific senior citizens clubs to access information about potential speakers for their club. The full list may be sent to some clubs or assistance is given to individual groups who are seeking a speaker about a specific topic. The list assists clubs to determine presenters and topics that are suitable for their members and to be involved in the organising of these speakers.

A key part of the MEAP work plan in 2010/11 was to consult with CALD communities and organisations about their understanding of HACC and aged care services and how we can fill the gaps in their knowledge. Ten community groups involving 184 individuals and 3 organisations were consulted and the results were summarised. Overall most participants did not have good knowledge about available services although many were aware of Council services and would contact Council for information. Most people wanted information in their own language but also would like English for their children. They also preferred to receive information through presentations, written format or via a service tour.

Involvement in Local Networks and Working groups

MEAP workers were involved in a number of local, regional and state-wide networks and working groups as a representative from the CALD sector in the Eastern Region and to advocate on behalf of migrant groups in respect to equity and access to HACC services. In addition, the Networks provided an opportunity to promote resources developed in MEAP and the cultural training sessions offered to HACC workers and volunteers as well as to identify potential partnerships for future programs and services. MEAP Workers attended 22

Eastern Region Network or working groups meetings and three state-wide networks on a regular basis:

- Boroondara Aged Care Service Providers Association (BASPA)
- Boroondara Homelessness Among Older Women Project Working Group
- Chinese Workers Network
- Creating an Age Friendly Boroondara Implementation Reference Group
- ECCV Aged Care Committee
- Elder Abuse Network
- EMR ASM Alliance working groups and general alliance
- EMR Dementia Working Group
- EMR Disability Respite Network
- Equity and Access State-wide meeting
- Inner East PCP Service Coordination Practitioners Resource Group
- Inner East PCP Local Planning Networks in Manningham and Whitehorse
- Manningham Aged & Disability Network
- Manningham Equity and Access Committee
- Manningham Mental Health Working Group
- Maroondah Healthy Ageing Network
- Maroondah Network Meeting
- Monash Senior Citizens Forum
- Whitehorse Local Planning Network
- Whitehorse Older Persons Action Group
- Yarra Valley Aged Care Network

In addition, MEAP workers attended professional development training through HACC and other organisations as they arose. Areas covered included homelessness, mental health, funded agency channel data and incontinence. One MEAP worker also attended the HACC National Conference held in Brisbane in April 2011.

Consultancy Support & Partnerships

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:

- Assisted Monashlink (Community Health Service) to prepare a Cultural Action Plan and staff training on working with people from CALD backgrounds
- Ashburton Support Services to support the running of Chinese culture groups
- City of Boroondara to provide secondary consultation on “CALD Outreach” project.
- HACC disability service providers to improve access to their services by CALD communities
- Wesely Do Care about Cambodian community support
- Whitehorse Community Health Service about food security issues
- Direct 2 Care to continue promotion of services to CALD communities
- Participation on the “Voices for Access” Steering Committee at Whitehorse Community Health Service to promote their services to the Chinese community and increase consumer participation of people from Chinese backgrounds. A “Community Health” day was held in April 2011 with more than 300 people attending.

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 2010/2011 MEAP responded to over 60 enquiries by phone or email.

Promotion of HACC Services

MEAP workers organised or participated in information sessions and service visits to promote HACC services to CALD communities. A total of 25 events involving 593 participants were held or involved MEAP workers. The work included:

- Information sessions organised about falls prevention, stroke awareness and prevention, personal alarms, arthritis, HACC services and gentle exercise
- Visit to Alzheimer's Memory Centre by the Eastern Region Chinese Social Club
- Visit by the Burmese Karen community to Wesley Do Care
- Visit by the Lao Elderly to Whitehorse Community Health Service
- Visit to Hawthorn Community Health Centre by the Camberwell Indian Senior Citizens Group
- Visit to EACH by Zomi community

In addition we supported a number of expos in the region including:

- Chinese Cancer Awareness Day on 30 October
- Manningham Carers Forum on 20 October
- National Respite for Carers Expo on 4 November

Resources for service providers

In 2010/11 MEAP has continued to update 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 from the MIC website.

MEAP also regularly updates the MIC website including aged care, volunteering and cultural resources pages. In 2010/11 the Cultural Planning Checklist, Cultural Planning Template, Tips on Cultural Planning were uploaded. A new page was created to provide links for clients to translated information about aged care and related areas. These web pages were accessed 9968 times in 2010/2011.

Cultural Training

In 2010/2011 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 Polish, Chinese and Indian communities and one about understanding Buddhism. 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 and Engaging with CALD Communities*. One hundred and forty-six people attended the sessions with positive feedback received from participants - 97% of participants rated good to excellent the overall quality of the program.



Cultural Festivals Training presentation about Sri Lankan Community, June 2011

Comments included:

- *I am enjoying the excellent quality of the sessions and the handouts well done and thank you*
- *Quite engaging, facilitators are helpful and informative*
- *High quality of the presentation by the trainers*
- *I feel I can better complete assessments and meet clients needs, knowing what Buddhism means to them*
- *We will try and incorporate cultural celebrations in the workplace for staff and clients*

In addition to the HACC training calendar, MEAP offers tailored training sessions to HACC funded organisations in the EMR. In 2010/11, seven sessions were provided on cultural awareness, using language services, cultural festivals and specific cultures such as Arabic and Chinese. Two hundred and thirty-nine people attended these sessions.

MEAP continually updates the training programs and resources used for training sessions and contributes to the regional HACC training program through participation in the Department of Health EMR Training Advisory Committee.

Active Service Model & Diversity Planning

All HACC funded service providers are implementing the new Active Service Model (ASM) philosophy in the provision of HACC services. MEAP workers have been involved in training and forums about the ASM including participation in the EMR ASM Alliance and working groups. The MEAP ASM Initial Implementation Plan was submitted to the Department of Health in September 2010. The plan included increasing the knowledge of workers about ASM through training and resources; modify cultural awareness training to incorporate ASM principles and case studies; and consultation with CALD seniors about their understanding of a person-centred approach. MEAP also provided support to the Lao and Armenian Planned Activity Groups to complete their plans.

Alongside ASM, the Department of Health is also moving the sector towards a diversity planning framework to replace the cultural planning tool action plan processes. This is a result of the review conducted 2 years ago. In March 2011 MEAP workers attended the diversity planning forums to receive updated information about the framework and provide feedback to the Department. It is envisaged that the new framework will be distributed in 2011/12 with HACC funded organisations being required to submit plans by June 2012.

Inviting and Celebrating Cultural Diversity in Volunteering in the EMR

The Inviting and Celebrating Cultural Diversity in Volunteering in the EMR project is jointly funded by the Department of Community Development, Department of Health and Victorian Multicultural Commission. The purpose of the project is to raise awareness about volunteering opportunities with CALD communities, to encourage volunteer involving organisations to recruit and support volunteers from CALD backgrounds in their programs and to recognise and celebrate existing volunteers from culturally diverse backgrounds.

The project will achieve its objectives through the following key activities:

- Information sessions about volunteering for recently arrived and established CALD community groups;
- Developing and distributing promotional material in other languages about formal volunteering in Australia for recently arrived and established CALD communities;
- Running a capacity building workshops for volunteer involving organisations in the EMR to develop skills of key staff;
- Developing and distributing promotional materials targeted at volunteer organisations to raise awareness about the benefits of recruiting people from CALD backgrounds as volunteers;
- Developing and launching a short film and exhibition to recognise and celebrate CALD volunteering.

The project started in February 2011 and will continue until October 2011. In 2010/11 the project focused on the development of the information sessions about volunteering and the development of translated information about formal volunteering in Australia. The development of the short film to celebrate cultural diversity in volunteering has been completed and will be launched and distributed in 2011/12. The implementation of the remaining activities will also take place in 2011/12.

Telstra Connected Seniors Project

In 2010/2011 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 was 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.

Ten communities from Sri Lankan, Cambodian, Chinese, Polish, Indian, Filipino, Indo-Chinese and Laotian backgrounds - 135 people - completed the program. Ten volunteers were trained to assist in the facilitation of the sessions. Twelve weeks of sessions were held for each group at centres in Mitcham, Blackburn, Kew, Mt. Waverley, Boronia and Oakleigh.



Knox Filipino Seniors – December 2010

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:

- *The courses were interesting, instructive and enhanced our knowledge and we are thankful to Telstra and Migrant Information Centre and hope it will arrange more classes in the future so that the other members of the fellowship too will enjoy the benefits.*
- *Thanks you very much for this session, it helped a lot.*
- *Telstra program is excellent especially to our generation.*
- *The entire mobile telephone training course as well as the current one on Internet was quite educative, informative and beneficial especially for seniors the majority of which are still ignorant of modern technology which is the need of the hour.*



Indo Chinese Seniors February 2011

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 2010/2011 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 2010/2011 support was provided to families in the form of food vouchers and assistance to meet unexpected costs.

Representation on advisory groups

The MIC provided information and advice on the needs of the client group through attending meetings, making presentations and participating on networks. These included, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Inner East PCP, Outer East PCP, 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 Action 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 included providing information on social and support groups for different communities and where to access bilingual professionals. Other assistance offered to agencies was 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.



Refugee Week June 2011

In 2010/2011, 64 volunteers provided direct support to more than 100 people. Such support included assisting clients to attend medical appointments, rental housing inspections, sporting events and children's programs.

The Year Ahead

Direct Client Services

In 2011/2012 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 Afghanistan, the Chin, Falam, Karen, Mizo and Zomi communities of Burma, Iran, Iraq Southern Sudan and Tibet. Information sessions on a number of topics including women's and men's health, education, healthy living, legal systems, parenting and employment services.

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 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 2011.

Directors

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

Mr Robert Colla
Mr Akbar Akbarzadeh
Ms Cynthia Balogh (resigned 31 March 2011)
Mr Eric Chen
Mr Brad Cooper (appointed 1 April 2011)
Ms Jenny Jackson (appointed 1 April 2011)
Mr Grant Fraser (appointed 1 April 2011)
Mr Peter McPhee
Ms Fiona Purcell
Ms Christine Whelehan (resigned 31 March 2011)
Mr Richard Williams (resigned 31 March 2011)

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; and

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:

- Over 1200 individuals were assisted to successfully settle through 5900 contacts
- Over 5000 people attended 310 information sessions that explained aspects of living in the Eastern Region
- Over 590 individuals attended information sessions on aged care and related services
- 235 individuals from 18 culturally and linguistically diverse communities were trained in the use of computers
- Over 500 staff from local agencies attended information sessions on the needs and cultural backgrounds of our client groups
- Over 2000 children learned about aspects of cultural diversity through the Leadership and Multicultural Program in local primary schools
- Two community events were held to celebrate cultural diversity with over 600 individuals attending
- Sixty three volunteers were recruited and trained to assist our clients to successfully settle

Performance measures

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

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

Information on Directors

Mr Aliakbar Akbarzadeh

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

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 – 31/03/2011

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 Brad Cooper

Appointed: 01/04/2011

Brad works in the not for profit aged care sector and is currently Brad is a Regional Manager with Baptcare's Community Aged Care Programs. Brad has extensive experience in management roles in the not for profit sector and has served as a Director for Case Management Society of Australia. Brad has a Master of Health Administration and Information Systems.

Mr Eric Chen OAM, JP

Appointed: 01/04/2005 and reappointed on 01/04/2008 and 01/04/2011

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, 01/04/2008 and 01/04/2011

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.

Mr Grant Fraser

Appointed: 01/04/2011

Grant has a strong history in business having successfully established the Australian and New Zealand operations of a multinational pharmaceutical company. Grant has broad commercial experience with strong financial management skills. Grant has undertaken volunteer work in a number of agencies including Sacred House Mission and World Vision.

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

Ms Jenny Jackson

Appointed: 01/04/2011

Jenny is currently the CEO of Women's Health East. Jenny has over 12 years experience in managing not for profit services across the health sector. Jenny has extensive experience in working with the community including serving on the boards of a number of not for profit agencies. Jenny has strong links across the Eastern Region including local government, community health centres and state and federal government agencies.

Mr Peter McPhee, Deputy Chairperson from April 2005

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

Peter has extensive experience in managing community based organizations. Peter was a director of the MIC's first board, he was a director of Vasey RSL Care and RSL Veterans and Widows Trust. Peter is an active member of Rotary and the Returned & Services League. Peter has worked in the property manufacturing and hospitality industries.

Ms Fiona Purcell, Secretary

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

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 - 31/03/2011

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 - 31/03/2011

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	9
Mr Akbar Akbarzadeh	11	8
Ms Cynthia Balogh	8	4
Mr Eric Chen	11	9
Mr Brad Cooper	3	3
(Appointed April 2011)		
Mr Grant Fraser		
(Appointed April 2011)	3	1
Ms Jenny Jackson		
(Appointed April 2011)	3	3
Mr Peter McPhee	11	8
Ms Fiona Purcell	11	7
Ms Christine Whelehan	8	6
(appointed August 2009)		
Mr Richard Williams	8	6

Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the company. At 30 June 2011 the number of members was 32. The total members' guarantee amounted to \$ 320. (2010: \$320)

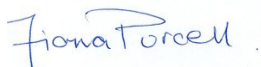
Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2011 has been received and can be found at the end of the financial report.

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



Director
Mr Robert Colla
Chairperson



Director
Ms Fiona Purcell
Secretary

Dated this 17th August 2011

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

Statement of Comprehensive Income
for the Year Ended 30 June 2011

	2011	2010
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
Attorney General's Department	17,767	-
DIAC	829,986	758,631
DIAC IAAAS	26,025	23,180
DHS	185,122	166,936
City of Boroondara	3,623	6,945
City of Knox	5,500	5,416
City of Manningham	440	-
City of Whitehorse	5,091	2,609
CASS Foundation	-	17,690
Community Development Projects	-	5,137
CMY	16,568	24,268
Department of Planning & Community Development	19,660	24,500
Department of Housing Family & Community Services	101,911	96,500
Department of Health and Ageing	102,642	101,461
KYM Youth Connections	88,227	18,064
LAMP Project	30,228	42,930
Lord Mayor Fund	-	9,091
Maroondah City Council	621	-
Myer Foundation	5,000	-
Family Relationship Services	39,377	40,244
Family Violence Service	25,066	19,523
Refugee Youth Program	1,712	32,642
VMC	98,482	29,256
Settlement Support Fund	6,261	4,611
Vicnet-CISG	13,930	-
Telstra	49,045	48,191
IEPCP Social Mobilising	-	30,965
Yarra Ranges	7,000	-
Minor Projects	7,790	6,048
Interest	27,766	15,882
Other income	76,990	37,075
TOTAL REVENUE	1,791,830	1,567,795

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

Statement of Comprehensive Income
for the Year Ended 30 June 2011

EXPENSES	Note	2011 \$	2010 \$
Employee Benefits Expenses			
Professional Development		8,136	3,515
Recruitment Staff		1,273	1,400
Board Recruitment		-	72
Superannuation		106,633	94,258
Wages & Salaries		1,094,212	957,178
Holiday Pay		88,715	76,310
Locum Position		-	1,547
Work Cover		11,244	11,162
Long Service Leave		25,162	40,240
Employer Expenses - Other		10,600	48,668
Total Employee Benefits Expenses		1,345,975	1,234,350
Depreciation Expenses		22,815	15,902
Other Expenses from Ordinary Activities			
Audit		600	500
Annual General Meeting		465	528
Board Expenses		931	185
Bank Charges		4,193	3,871
Computer System (excl capital expenses)		10,054	22,569
Dues & Subscriptions		2,056	1,723
Insurances		4,246	3,696
Motor Vehicle Expenses		29,073	21,646
Photocopier		1,513	2,838
Postage		6,836	5,471
Rent & Utilities – Office		55,095	49,220
Repair and Maintenance - General		-	262
Regulatory Fees & Charges		41	36
Stationery		15,624	11,344
Telephone		19,409	18,543
Service Delivery - Interpreting & Translating		40,479	34,254
Service Delivery - Meeting Expenses		48,890	35,866
Service Delivery - Direct Client Support		6,662	4,607
Service Delivery - Printing		12,623	11,880
Service Delivery - Volunteer Expenses		-	726
Venue Hire		13,349	11,087
Facilitators/Speakers Payment		8,139	8,471
Catering/Refreshments		37,469	24,362
Transport Subsidies/Expenses		14,694	12,590
Other Expenses		90,378	30,647
Total Other Expenses		422,819	316,922
TOTAL EXPENSES		1,791,609	1,567,174
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2	221	622

Migrant Information Centre (Eastern Melbourne) Limited
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The accompanying notes form part of these financial statements.

Statement of Financial Position
for the Year Ended 30 June 2011

ASSETS	2011	2010
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	47,389	67,969
Settlement Support Fund 6511	4,559	4,389
Business Maximiser Acc 4893	437,407	367,530
TNA Cheque Acc 82-335-9479	57,541	35,292
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 82-632-8838	20,000	20,000
Petty Cash	316	336
Receivables	277,770	261,471
Total Current Assets	944,982	856,987
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	49,898	78,875
Less Accumulated Depreciation	(39,211)	(58,459)
Total Computer Equipment	10,687	20,416
Furniture & Fixtures		
Furniture & Fixtures at Cost	15,070	18,479
Less Accumulated Depreciation	(13,778)	(15,655)
Total Furniture and Fixtures	1,292	2,824
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	7,667
Less Accumulated Depreciation	(3,195)	(1,278)
Total Fax & Photocopier	4,472	6,389
Office equipment		
Office Equipment at Cost	11,358	15,835
Less Accumulated Depreciation	(10,639)	(14,212)
Total Office equipment	719	1,623
Motor Vehicle		
Motor Vehicle at Cost	50,175	50,175
Less Accumulated Depreciation	(29,307)	(23,035)
Total Motor Vehicle	20,868	27,140
Total Fixed Assets	38,038	58,392
TOTAL ASSETS	983,020	915,379

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Financial Position
for the Year Ended 30 June 2011

LIABILITIES	2011	2010
	\$	\$
Current Liabilities		
Grants in Advance	619,023	565,765
FBT Salary Sacrifice	2,918	2,285
GST Liabilities	42,534	26,966
Payroll Liabilities		
Holiday Pay Accrual	54,335	48,859
Superannuation	-	26,468
Long Service Leave	149,248	136,144
PAYG Withholding	9,946	(1,103)
Total Payroll Liabilities	213,529	210,368
Provisions		
Provision - Auditor	8,243	12,664
Provision - Recruitment	1,695	1,696
Provision - Board Recruitment	-	777
Provision – Work Cover	488	488
Provision – Office Equip Replacement	6,825	6,825
Total Provisions	17,251	22,449
TOTAL LIABILITIES	895,255	827,835
NET ASSETS	87,765	87,544
EQUITY		
Retained Earnings	87,544	86,922
Current Year Surplus/Deficit	221	622
TOTAL EQUITY	87,765	87,544

The accompanying notes form part of these financial statements.

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

Statement of Changes in Equity
for the Year Ended 30 June 2011

	\$ Retained Earnings	\$ Office Equipment Reserve	\$ Other Reserves	\$ Total
Balance 1 July 2009	86,822	6,825	100	93,747
Surplus for the year	622	(6,825)	-	(6,203)
Balance 30 June 2010	87,444	0	100	87,544
Balance 1 July 2010	87,444	0	100	87,544
Surplus for the year	221	0	-	221
Balance 30 June 2011	87,665	0	100	87,765

The accompanying notes form part of these financial statements.

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

Statement of Cash flow
for the Year Ended June 2011

	Note	2011 \$	2010 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		1,842,724	1,713,941
Miscellaneous Income		76,990	34,689
Interest Received		27,766	15,881
Payments to Suppliers and Employees		(1,873,324)	(1,716,522)
Net cash (used in)/generated from operating activities	4	74,156	47,989
Cash Flows from Investing Activities			
Payment for office equipment		(2,460)	(27,407)
Net cash used in investing activities		(2,460)	(27,407)
Net increase / (decrease) in cash held		71,696	20,582
Cash at beginning of period		595,516	574,934
Cash at end of Financial Year	4	<u>667,212</u>	<u>595,516</u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the year ended 30 June 2011

Note 1: Summary 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:

The financial statements were authorised for issue on 17th August 2011 by the directors of the company.

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.

Note 1: Summary of Significant Accounting Policies

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.

Note 1: Summary of Significant Accounting Policies

f) Cash and Cash Equivalents

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

g) Goods and Services Tax (GST)

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

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

h) Income Tax

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

i) Provisions

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

j) Comparative Figures

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

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

k) Trade and Other Payables

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

l) New 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 and believe the impact of these standards will be minimal.

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

	2011	2010
	\$	\$
Monies Carried forward for Service Brochures	221	622
Total	221	622

Note 3: Events Subsequent To Reporting Dates

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

Note 4: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2011	2010
	\$	\$
Operating Surplus	221	622
Non-cash flows in operating surplus:		
– Depreciation	22,815	15,902
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	(16,298)	(251,667)
– Increase/(Decrease) in Provisions	(5,198)	(2,992)
– Increase/(Decrease) in Grant in Advance	53,258	253,967
– Increase/(Decrease) in Payroll Liabilities	3,792	7,642
– Increase/(Decrease) in GST	15,568	24,515
Cash flows (used in)/provided by operating activities	74,156	47,989

Migrant Information Centre (Eastern Melbourne) Limited
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Note 5: Entity Details

The registered office of the company is:
Migrant Information Centre (Eastern Melbourne)
Suite 2, 27 Bank Street
Box Hill VIC 3128

The principal place of business is:
Migrant Information Centre (Eastern Melbourne)
Suite 2, 27 Bank Street
Box Hill VIC 3128

Directors' Declaration

The directors have determined that the company is not a reporting entity. The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

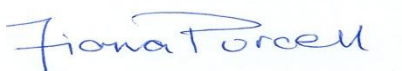
The directors of the company declare that:

1. The financial statements and notes are in accordance with the Corporations Act 2001 and:
 - a. comply with Accounting standards
 - b. give a true and fair view of the financial position as at 30 June 2011 and of the performance for the year ended on that date in accordance with the accounting policies described in Note 1 of the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
3. The directors of the company also declare that:
 - a. the company has kept such accounting records that correctly record and explain the transactions and financial position of the company;
 - b. the company has kept its accounting records in a manner as would enable true and fair accounts of the company to be prepared from time to time;
 - c. the company has kept its accounts in such a manner as would enable the accounts to be conveniently and properly audited in accordance with Corporation Law; and
 - d. the accounts have been properly prepared by a competent person.

This declaration is made in accordance with a resolution of the Board of Directors.



Director
Mr Robert Colla
Chairperson



Director
Ms Fiona Purcell
Secretary

Dated this 17th August 2011

