



*Migrant Information Centre  
(Eastern Melbourne)*



**Annual Report  
2011-2012**



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Migrant Information Centre (Eastern Melbourne)  
Annual Report 2011/2012

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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](mailto:mic@miceastmelb.com.au)  
Web Site: [www.miceastmelb.com.au](http://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 2011/2012 included:
  - Providing settlement services to individuals on 5866 occasions
  - Securing private rental housing for 72 families
  - Delivering 145 information sessions to people who have settled through the Federal Government's Humanitarian and Family migration programs. Two thousand four hundred and eighty nine people attended the sessions.
  - Holding 26 information sessions/service tours for older people from Culturally and Linguistically Diverse backgrounds. Eight hundred and fifty people attended the events.
  - Holding a multicultural expo to raise awareness and understanding of aged care and carer support services – 140 people from 12 diverse communities participated in the expo
  - Holding a Good Practice Forum to highlight examples of recruitment, support, management and retention of volunteers from CALD backgrounds - 70 people attended
  - Holding 121 homework groups with an average attendance of 20 students at each session
  - Providing training to 147 older people from 10 CALD communities to use the internet and mobile phones
  - Holding a parenting camp for 11 women from Southern Sudan and their 64 children
  - Seventy seven volunteers assisted our clients to successfully settle
- The MIC employs 30 staff who speak seventeen languages
- The main funders of the MIC are the Federal Department of Immigration and Citizenship, Federal Department of Families and 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.



*Participants of a computer program April 2012*

### **Our Staff**

The MIC currently has 30 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.

#### **Sophie Andrianopoulos**

Sophie is responsible for Sports Without Borders, funded by the Department of Immigration and Citizenship (DIAC). The program aims to increase refugee children and young people's participation in sport. Sports Without Borders provided funding to the MIC to work with refugee communities in the Eastern Region.

#### **Jessica Bishop**

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

#### **Lorraine Busuttil**

Lorraine is responsible for developing and delivering the Leadership and Multicultural Project (LAMP) in three local primary schools, and two homework support programs in Croydon.

**Diana Campbell**

Diana is the project worker for the Communities for Children, a project funded through the Department of Families and 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.

**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. Mervat's work is funded through the DIAC's Settlement Grant's Program.

**Rebecca Dunsdon**

Rebecca was responsible for the Green Town project. The project worked with communities from Burma to increase their awareness of environmental sustainability. Rebecca also coordinated the Middle Eastern Women's Group. This group met regularly to provide social support as well as information about living in Australia. Rebecca's third area of responsibility is a settlement case worker assisting refugees and family stream migrants with low English proficiency to successfully settle in the region. This last component of Rebecca's work is funded through the DIAC's Settlement Grant's Program.

**Tial Hnem**

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

**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 recruits, trains, mentors and supports new volunteers from CALD backgrounds. Geraldine speaks Bahasa Malaysian and Bahasa Indonesian.

**Theresa Jolley**

Theresa is responsible for assisting young refugees and family stream migrants with low English proficiency to successfully settle in the region. This program is funded through the DIAC's Settlement Grant's Program. Theresa also works one day per week under the Communities for Children program.

**Iva Jurkovic**

Iva is responsible for counselling and facilitating support groups for women from CALD backgrounds who have experienced, are experiencing or are 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 and 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. Robyn's work is funded through the DIAC's Settlement Grant's Program.

**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, Hakha Chin and Falam Chin. Daniel's work is funded through the DIAC's Settlement Grant's Program.

**Safieh Loulagar**

Safieh speaks Farsi and Dari and is a registered migration agent who provides migration advice to refugees and clients eligible under the DIAC's Immigration Advice and Application Assistance Scheme (IAAAS) program and to humanitarian entrants through the DIAC's Settlement Grant's Program.

**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. Esera's work is funded through the DIAC's Settlement Grant's Program.

**Judy McDougall**

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

**Sophie McKenzie**

Sophie is responsible for the Youth Connections Program. Youth Connections is an education based program that works with young people who are at risk of disengaging from education or not making successful transitions into further study as well as those who are significantly disengaged from education and the wider community. The Youth Connections program is funded through the Commonwealth Department of Education, Employment and Workplace Relations.

**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. Niquita's work is funded through the DIAC's Settlement Grant's Program.

**Saturnino Onyala**

Saturnino is a settlement case worker who assists individuals and families to successfully settle in the region. Saturnino speaks Sudanese Arabic. Saturnino's work is funded through the DIAC's Settlement Grant's Program.

**Mehul Patel**

Mehul is a settlement case worker who assists individuals and families to successfully settle in the region. This program is funded through the DIAC's Settlement Grant's Program. Mehul also delivers the Cool Kids and Rainbows program which is designed to assist young refugees to successfully settle. The third component of Mehul's work is training and supporting MIC volunteers who supervise the driving of recently arrived refugees as they prepare to sit for their drivers license test.



**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 CALD backgrounds.

**Natasha Siryj**

Natasha is a settlement case worker who assists refugees and family stream migrants to successfully settle in the eastern region. Natasha's work is funded through the through the DIAC's Settlement Grant's Program.

**Linda Tan**

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

**Robyn Tan**

Robyn was responsible for the Volunteering in CALD Communities project. This project celebrated and promoted 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 HACC services by people from CALD backgrounds. Robyn also assists refugee and family stream migrants with low English proficiency to successfully settle in the region through the DIAC's Settlement Grant's Program.

**Randika Wijekoon**

Randika is responsible for assisting young refugees and family stream migrants with low English proficiency to successfully settle in the region. Randika's work is funded through the DIAC's Settlement Grant's Program.

**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 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 DIAC's IAAAS and Settlement Grants Programs. 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 2600 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 seven members. The Chairperson is Robert Colla.

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

Our work delivers services and programs 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 2011/2012, the work of the MIC staff included:

### Settlement Services

- Settlement services were provided on over 5800 occasions to over 1400 individuals. 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, Iran and Iraq.
- Information sessions were provided to recently arrived refugee communities to strengthen their knowledge of life in Australia, the services that are available to them and how to access these services. In 2011/2012, 101 information sessions were delivered by MIC on a range of topics including Australian culture, equal opportunity and human rights, education and training pathways, employment, family relationships, financial literacy, fire safety, insurance, housing and the role of police and the courts.
- Holding a Multicultural Sports Festival with over 250 people participating. Local sporting clubs participated providing young people with the opportunity to try volleyball, tennis and Australian Football. A soccer tournament was also held between six teams - the Eastern Ranges won the final.
- Holding excursions with recently arrived refugee communities to local attractions that are accessible by public transport. Excursions held included trips to AFL matches at the MCG.
- Recruiting, training and supporting 66 volunteers to assist recently arrived refugee individuals and families to successfully settle.



*Farm tour excursion with the employment workshop December 2011*



*Winning team of the soccer match – Multicultural Sports Day March 2012*

### Family Support Services

- Providing family support to 29 families including budgeting, household management and parenting.
- Holding eight school holiday programs for over 200 children
- Holding a three day camp for Sudanese women and their children. Workshops were held with parents and adolescent children on family relationships.

## Children and Youth Services

- Four Cool Kids and Rainbows programs were held with primary school aged children. The programs included a range of activities for children designed to strengthen their self confidence and self esteem.
- A number of programs were held with young people including a swimming program in partnership with Life Saving Victoria, a multicultural arts program where the participant's art work is now permanently displayed at the Croydon Youth Space and a program for refugee girls designed to develop participant's self esteem and self confidence whilst increasing their knowledge of local social and recreation opportunities and community resources.
- School Holiday programs were held and included day trips to Sovereign Hill, Scienceworks, Hard Rock Rockclimbing centre, the Queen Victoria Market and Roller City. Programs were also held at local youth spaces, including the recently finished Croydon 'Y' Space, where people came for a BBQ, skate clinic and utilised the various sports opportunities at the park such as table tennis and volleyball.
- Over 50 young people were linked to sports clubs including indoor and outdoor soccer, tennis, table tennis and basketball through the Sports Without Borders and Settlement Grants projects.
- 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 2011/2012 the MIC based worker assisted 35 young people.



*Swimming program March 2012*

## Older Persons Services

- Holding 12 information sessions for older migrants on a range of topics including HACC services, foot care, falls prevention, walking safely, aged care services and health care. Over 700 people attended these sessions.
- Holding a Multicultural Intergeneration Celebration for 20 students and 52 CALD seniors, organised to increase awareness and understanding about dementia and to bridge the gap between generations.
- Holding an expo for older people from CALD communities to raise awareness and understanding of aged care and carer support services. Over 140 people from 12 communities attended with 19 aged and carer support agencies providing information to participants on their services.
- Holding 14 training sessions for aged care service providers with over 350 people attending the sessions. Topics covered included - understanding specific cultures including Cambodian, Chinese, Croatian and Indian cultures, "Engaging Exploring Cultural Festivals" and "Promoting your Service to CALD Communities".



*Participants in the 'Dementia Awareness across the Generations in Boroondara' Project November 2011*

## **Fundraising and Awards**

In August 2009 Hannah Kinross, a MIC staff member, was tragically killed in the Kokoda plane crash. In Hannah's memory the MIC has established a fund that will be used to assist young refugees to play sport. In 2011/12 the fund paid for a number of young people to join sporting clubs including basket ball, soccer and swimming clubs. A sausage sizzle held at Bunnings Warehouse Box Hill to support the fund raised \$1517.95.

In Hannah's memory, the MIC presents an award to the staff member whose work over the previous 12 months, best reflects the mission of the MIC. The Hannah Kinross award for 2011/2012 was awarded to Tial Hnem.

## **The Year Ahead**

In 2012/13 the MIC will continue to build its client base and its work with both migrant community groups and local agencies. Our work will include:

- Providing a casework services to refugees and family stream migrants with low English proficiency to support their settlement in the eastern region
- Providing relationship counselling and family support services for refugee families living in the eastern region
- Holding five homework support groups
- Holding a swimming program for refugee young people
- Holding two playgroups
- Delivering a parenting program for the Zomi community
- Delivering the Leadership and Multicultural Program in three primary schools
- Assisting people from diverse backgrounds to access Home and Community Care Services
- Assisting young people to reconnect with education, training or employment opportunities
- Providing information sessions for older people from CALD backgrounds on aged care services

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.



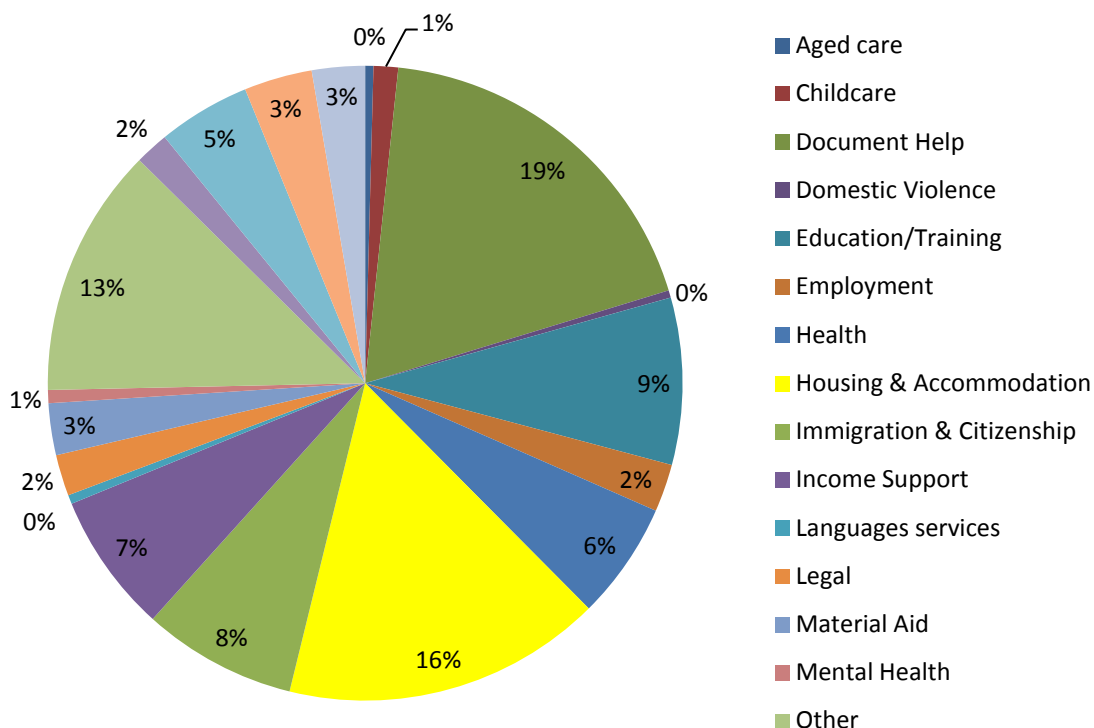
Robert Colla  
Chairperson  
Migrant Information Centre (Eastern Melbourne)

## Client Services

### Settlement Support

In the year ending June 2012, staff provided settlement assistance, funded through the Department of Immigration and Citizenship, to over 1400 refugees and family stream migrants with low English proficiency living in the Eastern Region. Services were provided through 5886 client contacts.

**Figure 1: Issues presented by clients July 2011 - June 2012**



As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (2397) 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.

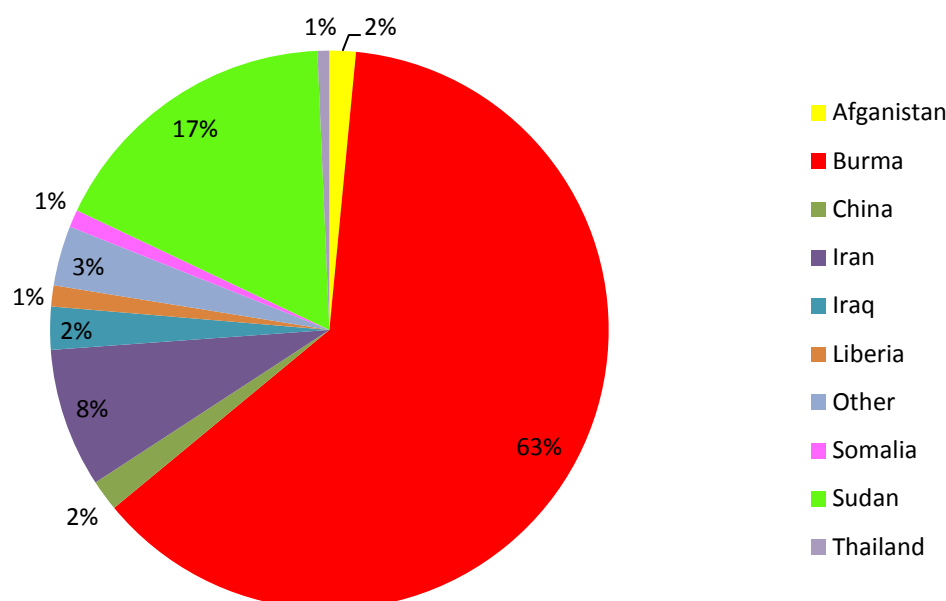
Sixty-nine percent (4123) of contacts were face to face and twenty nine percent (1737) were by telephone.

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 2011/2012 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 Ethiopia, Pakistan, Philippines, Rwanda and Tibet.

**Figure 2: Country of birth of clients July 2011 - June 2012**



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 and Blackburn English Language School.

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

Comments on the service received in 2011/2012 included:

- *I am very happy with the services and congratulation to MIC.*
- *I am happy with your services, I did not know what to do but you have shown me the way how to do it.*
- *The service is excellent and all the staff are helpful.*
- *Services which MIC offers make people comfortable.*
- *Thanks for the services. Very happy with the staff.*

In December 2011 and June 2012, the MIC conducted a random telephone survey of clients who had used our settlement services over the past 6 months to identify the extent to which the services assisted people to successfully settle. One hundred and twenty six people responded to the survey. The results of the survey indicated a high level of satisfaction, with 98% of respondents feeling MIC's services had been useful to them and that the MIC workers were helpful and easy to understand, 95% of clients reporting that MIC helped them settle in Australia. Comments received included:

- *I am very happy with the services they provided to me. Thanks for your help. If you can please give a citizenship training I need to attend.*
- *The MIC is very good and hopefully will be successful in the future.*
- *MIC is very good and we really appreciate their services.*



- *They are very good with co-operating with us and helping us.*
- *They tell us about other places, what they do and where we have to go.*
- *They teach us to try to do it ourselves but if we can't someone will help us.*
- *MIC people are very good. They help us a lot and I want to say good things about them.*
- *Very important for us because we don't know how to do it ourselves. When we need help, every time they help. Very good for us, very helpful.*
- *MIC has been very helpful to me especially as we've newly arrived. We are very thankful to MIC for all the services and also for the information sharing session held every two weeks.*

### **Complex Case Support**

Complex Case Support (CCS) is funded through the DIAC. The program provides specialised and intensive case management services to humanitarian entrants whose needs extend beyond the scope of settlement services. In 2011/2012 the MIC delivered services to four families under this program.

### **Family Support - Communities for Children Direct Service**

The MIC's family support program is funded through the Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA). The program was established at the MIC in November 2005. The program provides family support to refugees and migrants through case work, parenting and children's programs.

In 2011/2012 the program offered support to 29 families to assist them with a range of issues including budgeting, household management and parenting. The program receives referrals from a number of agencies including Child Protection, schools and family and youth services. Feedback from clients indicates a high level of satisfaction, with most of the parents saying that they know more about how to care for and how to parent their child.

The program also offered eight holiday programs for over 200 children. The programs were held at a variety of locations including Werribee Zoo, the beach, movies, Luna Park and Sovereign Hill.

A three day camp for Southern Sudanese women and their children was held in January 2012. The camp provided activities for young children whilst their mothers and adolescent siblings attended a series of workshops. The topics of the six workshops included: relationships between young people, how mothers can support their children to increase their self esteem and parents' understanding and recognising the settlement issues faced by young people. Eleven women and 64 children including 14 adolescents attended the camp.

A further component of the program is the Cool Kids and Rainbows program. Three programs were offered in 2011/2012 for 24 children. The aim of the program is to support the settlement of young children through building their self esteem and assisting them to recognise and respond appropriately to their feeling. 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.

### **Family Relationship Service Program for Humanitarian Entrants**

The Family Relationship Service for Humanitarian Entrants (FRSHE) Program is funded through FaHCSIA. 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 FRESHE Program, nine individual clients have received counselling/mediation in 2011/2012 – people attended an average of 4 sessions. Workshops were also held on a range of topics including Conflict Resolution in Australia, Parenting Teenagers and Family Violence and Cultural Practices. Over 100 people attended these sessions with participants from diverse backgrounds (South Sudanese, other African nations, Chin, Zomi, other Asian nations).

Feedback from the sessions was positive – comments received included:

- *I like the teaching about cooperation between a husband and wife*
- *I've received very clear and useful information*
- *I've learned a lot about different perceptions*
- *I like the saying "courage to change things" (from the Serenity Prayer)*
- *The images were very good – I like the one saying "Never Ever Give Up"*

### **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 2011/2012, 10 women received counselling through the program and three group programs were held - one with women from Hakha Chin backgrounds and two with women from Zomi backgrounds. The groups provided a safe environment for women to learn about Australian laws in relation to family violence and the safety of women and children, as well as the impact of family violence on children. The groups also provided a forum to learn about Australian culture, build self esteem amongst the women, encourage them to learn English and build their confidence to more fully participate in Australian life.

### **GreenTown**

In partnership with Environment Victoria, the GreenTown project recruited and trained eleven members of Burmese communities (1 Hakha, 3 Karen, 3 Zomi, 2 Falam, 1 Mizo, 1 Shan) living in the Outer East in home sustainability assessment skills. The training incorporated field trips to CERES Environment Park, waste facilities and the Yarra River. Ten assessors then went on to carry out environmental assessments of 66 local households in their communities to assist them to reduce their energy bills and achieve reductions in energy use, water use and waste going to landfill. Three workshops were also held in churches that host Burmese speaking congregations to spread the message of sustainability even further among the communities. All participants in household assessments and workshops received a pack of products to help them implement the advice they acquired from the GreenTown assessors. The GreenTown consultant, Rebecca Dunsdon, also gave two presentations on sustainability at community churches and will be delivering one more to a settlement group. The program is an initiative of Environment Victoria and has been funded by the Victorian Government Sustainability Fund.



*Green Town participants August 2012*

### **Middle Eastern Women's Group**

The Middle Eastern Women's Group, funded by Women's Health East Investing In Women Grants Program, was a pilot social support group for isolated women from Iran, Iraq, Afghanistan and other Middle Eastern or Central Asian countries who live in the Eastern Region of Melbourne. The group met on a monthly basis to practice English and meet other women. Other activities included an excursion to a cherry farm, a healthy living session at a local community health service and a three week financial literacy program (in partnership with Women's Health East). Nine sessions were held in total. Attendance ranged from 5 to

16 participants, with the majority being from Iran (Iranian or Kurdish Iranian), as well as Afghan, Iraqi and Somali participants.

### **Healthy Lifestyles**

Twenty six information sessions were held with refugee communities to increase participant's knowledge on healthy eating and the importance of exercise. Sessions were held with Arabic speaking people and people from the Hakha Chin, Falam, Iraqi and Zomi communities with each community having a series of 6 sessions. A variety of speakers presented to the groups including dieticians and the Eastern Region's Refugee Health Nurse.

### **Homework Support Programs**

Homework support programs were offered at Knox Library, Croydon Library and Great Ryrie, Croydon and Pembroke Primary Schools each week of the school term. An average of 20 students attended each of the 121 sessions held in 2011/2012. Volunteers assisted MIC staff in each program – an average of five volunteers attended each session. These programs are funded through the Centre for Multicultural Youth under the Learning Beyond the Bell Program and the DIAC's Settlement Grants Program.



*Croydon Homework Support Program  
Christmas party December 2011*

### **Immigration Advice and Application Assistance Program**

This financial year the MIC provided 91 immigration advice and referral services, 2 immigration application assistance services and 4 community information sessions under the IAAAS program. A total of 135 people attended the information sessions. The MIC receives funding for this program from the DIAC. The majority of people who accessed this service were seeking advice on sponsoring a spouse or other family members to resettle in Australia or women who were seeking permanent residence after having suffered physical or psychological harm resulting from family violence. To access this program 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 DIAC's funded Settlement Grants Program.

### **Leadership and Multicultural Project**

The Leadership and Multicultural Program (LAMP) was implemented in eight schools during 2011/2012. The project includes training peer leaders from grade five who then use their skills to provide support to new students who have recently arrived in Australia and to celebrate cultural diversity through facilitating activities promoting multiculturalism in the school community.

In 2011/2012 applications for funding to School Focused Youth Services in Yarra Ranges, Maroondah, Manningham, Monash and Whitehorse were successful in delivering the program in Parkhill, Glendal, Lilydale Holy Eucharist, Wonga Park, Highvale, Good Shepherd Parish and Ainslie Parklands (formerly Croydon West) Primary Schools.

In 2011/2012, 100 peer leaders were trained to run small groups (10 to 20 students) and whole school events. Overall, 2616 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. Within their schools LAMP leaders were involved in organising multicultural days, multicultural games, international dress days and international cooking classes, Indigenous Australian art activities, a movie written and performed by the leaders about bullying, a Welcome Pack for new students, a mentoring/Buddy system for newly arrived refugees and migrant children 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:

- *"The confidence I gained helped me to apply for a house captain position in YR 6"*
- *"I learnt so much more about responsibility and loved teaching the younger kids"*
- *"I now know how hard it is to be a teacher"*

### **'Many Stories, One Voice' Project –**

The Many Stories Project is currently working with around 30 young refugee and Australian-born secondary school girls to create and deliver workshops about refugee experiences/issues to year 7 students in their own schools and younger students in local Primary Schools. The girls work in small teams and have created a one hour workshop which uses maps, quizzes, games and a talk from one of the refugee students to inform other students about the refugee experience and promote messages of understanding and cross-cultural friendship. To date students involved in the project have delivered their lesson to over 100+ primary school students and it is anticipated they will speak to at least another 500 students by the time the project concludes in December 2012. Activities from these lessons and other information about creating peer-led lessons will be collated in a manual which will be made available on the MIC website early in 2013. The program is funded by the Victorian Women's Benevolent Trust

### **'Out There' : Refugee Girls Community Engagement Program –**

'Out There!' was funded in 2011 by the Scanlon Foundation with the aim of reducing social isolation for young refugee women and empowering them to participate more fully in their local community. Forty girls participated in a combined personal development and recreation group and were involved in a range of positive, new and affordable local experiences in school holiday periods. For many of the girls it was the only recreational activities they participated in during their school holidays.

Personal development and recreation sessions run prior to the school holidays included cupcake making, cooking classes of 'Australian' food (including mini pavlovas), job interview workshops and team building sessions.

For the school holiday activities, the MIC worked with community partners such as Ringwood and Maroondah Secondary Colleges, the Eastern Regional Library Association, Maroondah Youth Services, 'The Body Shop', Wyreena Community Arts Centre, Central Ringwood Community Centre and Ringwood Police to provide a range of local experiences including high ropes courses, pottery classes, hip hop workshops and Zumba.

### **RACV Foundation**

The RACV Foundation funded four practice driving sessions at the Metropolitan Transport Education Centre (METEC). These sessions greatly complemented the work undertaken through the Driving Education program funded through the Settlement Grants Program and the Office of Multicultural Affairs and Citizenship Refugee Action Program as participants were able to gain practical driving skills before commencing on-road lessons with a qualified driving instructor. Participants also learnt about cars including the English words that are used for car components and the English words that are used by instructors. Eighty-three people attended the METEC sessions in 2011/2012.

### **Refugee Action Program**

In 2011/2012 the MIC was funded under the Office of Multicultural Affairs and Citizenship (OMAC) Refugee Action Program. This program is designed to work in partnership with refugee communities to achieve sustainable settlement outcomes and assist committee members to successfully run their associations.

Four driving education programs were provided under this program, including subsidised driving lessons for the following groups: Hakha and Falam, Karen and Matu, Tibetan, Iranian and Afghani and Zomi and Sudanese.

Following consultation with the Committees of the Karen, Hakha Chin and Zomi community associations, a number of other activities were also undertaken:

The Karen community were linked to the Victorian School of Languages and assisted in enrolling 100 children in Karen language classes. Eleven Karen community members attended the education sessions for learner drivers and 10 people attended 2 workshops on resume writing and interviewing skills. In addition there was a One-on-One career information session offered to 8 community members. Two industry information sessions took place, one on retail and one on cleaning attended by 9 community members each. Other workshops were on topics such as *Leadership Skills, Grant Applications and Financial Reporting for Associations*. The Karen were assisted in participating in the Australia Day March which took place down Swanston Street in Melbourne with 50 community members attending in traditional costumes and the women selling their craft at a stall. A youth leadership program was held and an excursion took place to Lake Mountain. OMAC co-presented a "Rights & Responsibility" session on *Owning a Car* with VicRoads which was attended by 24 people.



*Trip to the snow June 2011*

The Hakha Chin community was offered sessions to learn about citizenship which were attended by 40 people. The Hakha Chin community was linked to the Victorian Churches Football Association to assist with sourcing soccer playing grounds and the possibility of setting up their own soccer team. An industry workshop on aged care was held and attended by 14 community members. OMAC presented a "Rights & Responsibility" session on *Democracy and Multiculturalism* which was attended by 21 people.

The Zomi community was linked to the Victorian School of Languages and assisted in enrolling children to start Zomi language classes in October 2012. A four week leadership program was delivered to assist women in setting up their own association. Each session was attended by an average of 10 women. The youth group had an excursion to Belgrave Lake Park, which was attended by 20 young people. One-on-One career information sessions were offered to 8 community members. Two industry workshops took place, one on child care and the other on hospitality. OMAC co-presented a "Rights & Responsibility" session on employment with the Victorian Equal Opportunity and Human Rights Commission attending. The session was attended by 26 people.

### **Say No to Crime Youth Project**

The *Say No to Crime Youth Project* was completed in July 2012. The project aimed to prevent crime in the Chin communities from Burma living in the Eastern metropolitan region of Melbourne and communities from Southern Sudan living in the Eastern, South Eastern and Western metropolitan regions of Melbourne and in the regional area of Gippsland. Young people from Hakha Chin, Falam Chin, Zomi and Mizo communities from Burma and from Southern Sudanese communities in the above locations were invited to apply to participate as Youth Ambassadors on the project. Those selected attended a leadership training camps in the July 2011 school holidays where they gained skills in effective communication, team work, acknowledging their own strengths, taking initiative and positively influencing their peers.



*Youth Ambassador Leadership Camp  
– Phillip Island July 2011*



Following the camp, Youth Ambassadors divided into small groups and attended a series of planning meetings facilitated by the MIC project worker. The aim of these sessions was for Youth Ambassadors to identify the biggest crime issues within their communities and work with the project worker to develop innovative ways to address these issues. With the five groups established, regular meetings of each group of Youth Ambassadors and the project worker occurred throughout the project (11 meetings were held with Chin Youth Ambassadors; 7 with Southern Sudanese Youth Ambassadors in the East; 11 with Southern Sudanese Youth Ambassadors in the West; 12 with Southern Sudanese Youth Ambassadors in the South East; and 5 with Southern Sudanese Youth Ambassadors in Morwell). Each small group then developed and implemented separate crime prevention programs targeting youth from their community living or working in each catchment area.

All programs developed included a social/recreational activity component such as a sport, music or dance activity (as selected by the Youth Ambassadors) to encourage the attendance of young people, as well as discussions, workshops and information sessions facilitated by local youth, community and justice agencies. A psychologist from the MIC also facilitated workshops at each program to encourage behaviour change amongst participants.



*Chin Say No to Crime participants  
January 2012*

Five crime prevention programs were developed and implemented. Twenty-five young people attended the program for Southern Sudanese youth in the East, 37 attended in the South East and 31 attended in the West; 58 attended the Chin Say No to Crime program in the East. The programs in Morwell and in the West have

been taken over by external agencies, who will continue to work with Youth Ambassadors and program participants to continue to run recreational and educational activities for Southern Sudanese young people in those areas.

Feedback from program participants, Youth Ambassadors and community service providers who participated in the project was extremely positive. Feedback from participants included:

- *"[The program] helped us to come together as a community – we haven't really had that before, except for at church, but some people are not part of churches so this was good because it was something different..."*
- *"This program really brought us closer, it was a great chance to get together, just our community and I liked being involved in something like this"*
- *"It was good for us to have that meeting because we never get to talk to older people like that. Usually you have to be really respectful and not say anything. But that meeting really let us have a chance to say what we think and for them to have to listen to us..."*
- *"Coming to that meeting meant that parents liked our program and they let their kids go to the group"*
- *"My dad liked knowing what we were doing and he liked coming to that meeting that we had. He liked hearing that we were doing something for the community"*

### **VicRoads - Road Safety for Newly Arrived Refugees and Migrants**

In 2011/2012, the MIC received funding from the VicRoads Community Roads Safety Partnership Program to provide four road safety programs to newly arrived refugees and older migrants. The programs included driving education programs for newly arrived refugees jointly funded with the DIAC's Settlement Grants Program and RACV Foundation, four "Wiser Walker" programs for elderly migrants with low English proficiency to enhance pedestrian safety, a review of the cultural appropriateness of the "Looking After Our Mates" program (a community program for the prevention of drink driving) - for the Chin community and a "train the trainer" program for Bike Education to enable MIC youth workers to gain the skills to teach newly arrived children and youth about bike riding and road safety.



The driving education program which included six two-hour sessions in partnership with Victoria Police provided comprehensive road safety information to refugees relating to driver and passenger safety. Ninety-two people completed the programs which were targeted at the Falam, Hakha and Mizo Chin communities in September to October 2011, the Karen and Matu communities in October to December 2011, Afghan, Iranian and Tibetan communities in January to February 2012 and the Sudanese and Zomi communities in March to April 2012.

The “Wiser Walker” pedestrian safety program was held in February and June 2012 - four sessions were held with Cantonese speaking older people, Mandarin speaking and Korean speaking older person’s groups - 50, 26, 18 and 21 people attended each session respectively. Feedback from the sessions was extremely positive.

The review of the cultural appropriateness of the community road safety program “Looking After Our Mates” included holding two focus groups – one with young people and one with adults. The feedback from the focus groups indicated that information provided, practical exercises and strategies to prevent drink driving were well understood and effective in educating people about the dangers of drink driving. However, messages conveyed in media advertisements and some language used, particularly Australian slang, was not understood as they had no cultural context in Chin culture. VicRoads is updating the program to make it more accessible and culturally appropriate for newly arrived migrant communities.

The final component of the project involved training two MIC youth workers to deliver Bike Education to children and youth to ensure they understand road safety when cycling on Victorian roads. In 2012/2013, two additional MIC youth workers will be trained and two Bike Educations programs will be delivered over three school holiday periods for a maximum of 20 participants per session.

### **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, delivered 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 who are at risk of disengaging from education or not making successful transitions into further study as well as to those who 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 in 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 program works primarily 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.



*Youth Connections at Nunawading Hard Rock Centre, July 2012*

The Youth Connections case manager also works in Wellington Secondary College, Mt Waverley Secondary College, and Glen Waverley Secondary College, meeting with students who have been identified as at risk of disengaging. 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.

Twenty-five young people are currently registered with the Youth Connections Program at the MIC. In 2011/2012 the program supported young people to re-engage with mainstream school, access community education programs such as KYM's Get Direction program and complete certificate courses such as the Green Corps Land Management Certificate and Certificate II in General Education for Adults. 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.

Twelve of the MIC's current Youth Connections clients are from refugee or CALD 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 2011, Youth Connections assisted two young refugees to complete year 12 gaining places in the Health Sciences courses at University.

### Youth Programs

The MIC's youth program provides settlement case work services to refugee students and family stream migrants with low English proficiency. Youth workers are based at the MIC and at Ringwood Secondary College, Croydon Maroondah Secondary College and Blackburn English Language School (Croydon Campus).

The youth program also provides a range of recreation, education and social/personal development programs, these programs are funded by the Department of Immigration and Citizenship Settlement Grants Program and included the following:

A Multicultural Art Project – Art in the Park was held in partnership with Maroondah Youth Services, a total of 11 young people participated in the program. The young people undertook workshops with a professional visual artist from an Indigenous Australian background.



*Art In The Park Program February 2012*

The artwork produced is now prominently displayed at the Croydon Youth Space.

*Art In The Park Program February 2012*

'Girls Out There' was a program for refugee girls aimed to develop their self esteem and self confidence in a safe environment while increasing their knowledge of local social and recreation opportunities and community resources. Activities included hip hop dancing, pottery making, games, Body Shop skin care and make up sessions and roller-skating. Public transport was used to travel to activities and all activities were based at local community centres or youth spaces such as EV's Youth Centre in Croydon. The participants enjoyed the fact that they could relax and learn about some of the opportunities available in their local area and said that they would love to be able to show their family and friends.

Two driving programs were held for young people wanting to get their Learners Permits or Drivers Licence. Each program included information sessions covering topics such as road rules and road safety, basic car parts and how to look after your car, drink driving and how to book in for a test. Young people also went to the Metropolitan Transport Education Centre for driving practice with qualified driving instructors.

A transition program was held for young people entering into year seven in early 2012. Participants undertook activities that explored how things might be different at secondary school, what to expect and where young people can go for help. The program helped participants to explore their hopes for secondary school as well as their concerns, offering strategies for participants to overcome these. The transition program also provided an opportunity for young people to get to know the MIC youth team and the support offered.

The *Horizons Program* was held in May 2012 in partnership with Melbourne My Initiative and Eastern Access Community Health (EACH). The program focused on increasing confidence, communication skills and leadership skills of the refugee young people who attended. The program aimed to encourage leadership and positive decision making, utilising group therapy, outdoor activities and guest speakers. The program culminated in an eight day trek in the high plains which included scaling and camping in the snow on Mount Baw Baw.

The program produced excellent results with two young people applying to become youth leaders in other wilderness programs conducted by EACH.



*Horizons Program May 2012*

Two eight week swimming programs were held in conjunction with Life Saving Victoria and Croydon Leisure and Aquatic Centre. Young people were given swimming lessons that developed their swimming skills, as well as valuable water safety instructions. The swimming programs were followed by two excursions to Edithvale Beach where young people were able to develop their water safety knowledge.

### Sports Without Borders

The Sports Without Borders program was developed and delivered in partnership with the CMY and Sports Without Borders. The aim of the program was to educate newly arrived families on the benefits and opportunities of Australian sport and link young people into local sports clubs and activities. The program targeted young people between 8 and 21 years and parents from refugee backgrounds, with focus placed on those from Burma and Africa. Young people and their parents from other ethnicities were included on a needs basis.

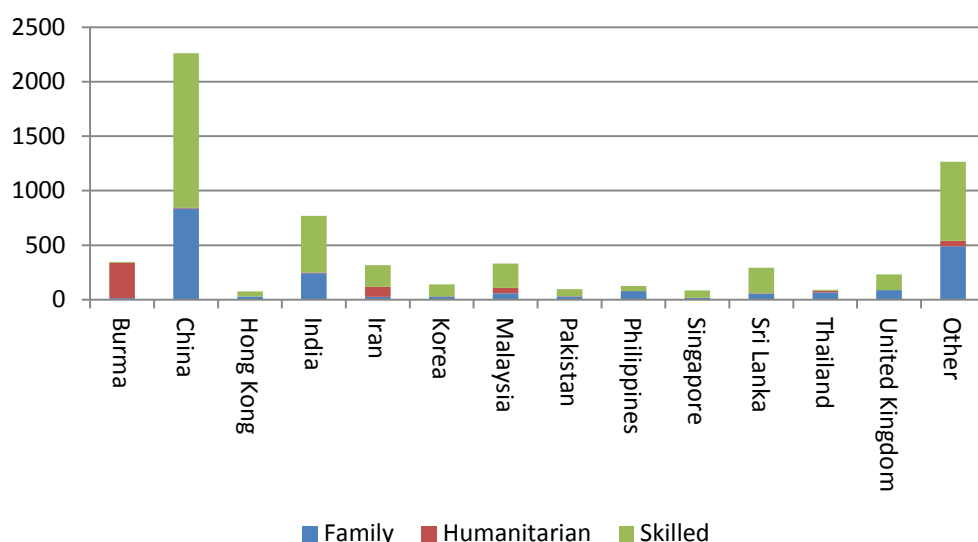
The program delivered four information sessions explaining the benefits of sport and the sporting opportunities provided by local clubs. Information sessions also looked at the role of sport within Australian society and incorporated presentations from local sporting clubs explaining their respective codes. Sporting codes represented at information sessions included soccer, football, cricket and basketball. Young people were then linked to local sporting clubs and awarded a youth scholarship of \$200-350 to be spent on the costs associated with joining a club, including registration fees, uniform and travelling costs.

The program was highly successful with 49 young people joining 14 different local clubs.

### Community Projects

People settling in the Eastern Region in 2011/2012 were born in over 120 different countries. The most common countries of birth for people who have settled in the Eastern Region in the year ending June 2012 are shown in Figure 3.

**Figure 3: Settler arrivals in the Eastern Region by Migration Stream and Country of Birth July 2011 - June 2012**



Source: DIAC Settlement Database August 2012

As Figure 3 shows, the largest number of people settling in the region were born in China (2262) followed by India (769). The largest numbers of humanitarian entrants were from Burma. Over the past five years over 49,000 people have settled from overseas in the Eastern Region including over 2177 humanitarian entrants.

### Community Forums

In 2011/12 the MIC held a number of information sessions for people from CALD backgrounds. These forums are funded through the DIAC's Settlement Grants Program. An example of forums held are detailed below:



### **Business Enterprise**

The MIC delivered a series of information sessions for people from refugee backgrounds interested in establishing a business in Australia. 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), insurance, 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, financial institutions and local business owners including successful business owners from refugee backgrounds who provided inspiration as they related their achievements as well as the challenges of running a small business. Five sessions were held with a certificate presented to participants at the final session.

### **Hakha Chin Community**

Nineteen sessions were held with people from the Chin community in 2011/2012. Two hundred and eighty people attended the sessions. Topics covered in the sessions included child restraints, role of the police, Centrelink, volunteering and the Australian legal system.

### **Falam Community**

Eight sessions were held with people from the Falam community – 114 people attended the sessions. Information sessions covered a range of topics including life in Australia, employment and road safety.

### **Karen Community**

Twenty-four information sessions were delivered to people from the Karen community with an average of 24 people attending each session. Topics covered in the sessions included employment, rubella, carer support services, financial literacy and the role of Legal Aid.

### **Sudanese Community**

Four sessions were held with the Sudanese community in 2011/2012. Session topics included women's health and the role of the police.

### **Zomi Community**

Eighteen information sessions were held with the Zomi community – an average of 18 people attended each session. Topics covered in the sessions included the education system, Centrelink, employment, the Victorian Justice system and buying a home.

### **Emergency Services Expo**

A "Government Uniforms, Community Safety and Emergency Services" expo was held at Town Park Reserve in Norton's Road Croydon opposite Swinburne TAFE Croydon campus on the 9<sup>th</sup> March 2012. The event involved eleven displays that included information sessions from Ambulance Victoria, Country Fire Authority, Metropolitan Fire Brigade, Department of Justice, Sheriff's Office, Knox City Council, Maroondah City Council, Yarra Ranges Council, Centrelink, Red Cross, State Emergency Services and Victoria Police - 247 people attended.

Students from Swinburne Croydon and Wantirna campuses and Blackburn English Language School were placed in language groups and linked to an interpreter and a volunteer who walked them through each display so they could learn about the services,



*Karen community members at the Australia Day march January 2012*



*Participants at the Emergency Services Expo in Croydon March 2012*

their role in the community and what to do during an emergency. Participants also received show bags and handouts such as smoke alarms. Lunch was provided by the Salvation Army Emergency Services catering van. Feedback from participants was very positive with many learning about emergency services and in particular, the importance of working smoke alarms in their homes.

The expo provided an excellent forum for people to learn about the role of emergency services in the local area, identify the different uniforms worn by agencies and gain knowledge of how to maintain their safety and that of their family during severe storms, house fires and floods. The project enabled the MIC to form partnerships with more than eleven organisations who became more aware of the newly arrived communities settling in the outer east and the language barriers they face if there was to be a major emergency.

### **Excursions**

The MIC held 12 excursions for refugee communities in 2011/2012. The excursions were designed to encourage people to explore local and wider community attractions that were of low or no cost. Excursions included AFL matches, the beach, Parliament House, Cherry Haven Cherry Farm and Williams Rickets Sanctuary. Over 300 people participated, with feedback indicating that they enjoyed the excursions and would take their family and friends on the same or similar excursions.



*Trip to the Edithvale Beach with the Chin community in January 2012*

### **Multicultural Cup**

The MIC hosted a multicultural soccer tournament over two days in March 2012. The two days included the soccer tournament played between the Falam, Hakha Chin, Karen, Liberian, Matupi, Sudanese and Zomi communities, as well as Come and Try sessions for children and young people and BBQ's hosted by local Rotary Clubs. Over 200 people participated over the two days. The Sudanese team won the soccer tournament.



*Participants at the come and try volley ball event at the Multicultural Cup March 2012*

### **Support to Refugee Community Associations**

Through the Department of Immigration and Citizenship Settlement Grants Program the MIC provided support to refugee community associations. In 2011/2012, the MIC held regular meetings with representatives of refugee community associations, including those from the Hakha Chin, Falam, Karen and Zomi communities. The meetings are designed to provide information about MIC programs and other programs that are available through mainstream agencies and funding opportunities to community leaders. The meetings also provide a forum for community leaders to learn from each other and talk about settlement issues impacting on their communities. In 2011/2012 topics covered through the meetings included language schools, sporting opportunities, child restraints and community consultation.

Leadership training was provided to the Hakha Chin community – the program covered leadership from an Australian perspective, the rights and responsibilities of committees of management and how decisions are made. An average of 16 people attended the program.

Assistance was provided to associations to apply for funding and to complete evaluations of funded programs. The MIC also auspiced a number of community events including the Zomi Khado Festival and the Chin Harvest Festival.



## **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 aim of the Community Partners Program (CPP) is to increase awareness and understanding of aged care and carer support services by people from CALD backgrounds in the eastern region. The CPP project is funded by the Australian Department of Health and Ageing. The objectives are being achieved through providing aged care information to CALD communities, fostering relationships between communities and aged care service providers and building capacity of mainstream aged care workers to provide more culturally responsive services to people from CALD backgrounds. The work of CPP project in 2011/12 included:

#### **Information Sessions**

Ten information sessions on aged care and carer support services were delivered to various community groups including senior citizens groups, carer support groups and community social clubs. The communities targeted were the Chinese, Egyptian Coptic, Iranian, Karen, Korean, Lao and Sri Lankan communities.



*Information session at the Lao Elderly Association - October 2011*

Each information session was delivered in each community's usual club venue and on a regular club day, therefore making it more convenient for members to attend. A total of 341 community members attended the ten sessions. The information sessions were delivered in partnership with aged care and carer support organisations such as Carers Victoria, Direct 2 Care, Commonwealth Respite and Carelink Centre and Villa Maria.

Feedback received from the sessions was very positive with participants indicating they had a better understanding of aged care and carer support services, how to access the services now or in the future and stating that they would share this information with their friends and family.

#### **Multicultural Expo**

The Multicultural Expo was held in November 2011 to raise communities' awareness and understanding of aged care and carer support services. Over 140 people from the Cambodian, Chinese, Egyptian Coptic, Hungarian, Indian, Iranian, Japanese, Korean, Lao, Vietnamese and communities from regions of the former Yugoslavia participated in the expo. Interpreters were available for each group who required them. Nineteen local aged care and carer support organisations took part in the expo, including setting up display tables and presenting their services to individual community groups.



*Multicultural Expo - November 2011*

The expo provided an opportunity for community members to hear about aged care and carer support services, meet with different service providers and ask questions face to face. Positive feedback was received from both community participants and service providers.

One hundred participants completed the feedback form. 94% of participants felt that the expo had helped them understand aged care and carer support services and how to access the services now or in the future. 99% of participants commented that the expo was a good

way of meeting with different service providers and understanding how services work. Comments from participating organisations included:

- *It's a great idea to have the multicultural expo. Information is one of the most important ways of communicating all our services to our CALD communities.*
- *It was a great opportunity to meet people from so many different communities.*
- *Great idea to have table presentations so service providers could meet and greet. Great to have people visit each display.*
- *The expo was great. Gave us the opportunity to respond and talk to people one on one.*
- *Individual speaking at tables was good. Worked well giving participants an opportunity to ask questions within their own cultural group.*

In addition, CPP actively participated in and supported two 'Taste to Remember' forums held on 23<sup>rd</sup> September 2011 and the 30<sup>th</sup> May 2012.

### **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 67 older people from the Armenian, Chinese, Iranian and Vietnamese communities participated in the tours. The facilities visited were local residential aged care facilities. All participants indicated that the visits had helped them to understand how to access residential care in the future. They felt that the visits had helped them understand what residential care is, the type of rooms, the environment of the facilities, the programs for residents and the costs to enter residential care.



*Members from the Armenian Senior Citizens Club visited Cumberland View Aged Care April 2012*

### **Cultural Celebration Days**

Two cultural celebration days were held within aged care facilities to celebrate cultural festivals and to strengthen relationships between community members and residents within aged care facilities. 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. Each celebration helped establish relationships and enhance mutual understanding between CALD communities and aged care services. A total of 33 members from CALD communities participated in the cultural celebration days.



*Members from the Tamil Senior Citizens Fellowship celebrated Sri Lankan New Year with residents at Kirkbrae Hostel & Nursing Home July 2011*

### **Carers Focus Group**

A carers focus group was held with carers from the Cambodian community. The aims of the focus groups were to develop a better understanding of the perceptions CALD carers have about their caring role, identify the barriers to accessing services and improve the community's awareness about what it means to be a 'carer' and the services available to support carers. Nine community members participated in the focus group discussion. After the session, two carers, who had been carers for a long period of time and had never felt confident to access any services, were linked to appropriate support services.

### Cultural Briefings

Cultural briefings were developed for aged care workers to increase cultural awareness and assist in providing culturally appropriate care to CALD communities. Five cultural briefing sessions were delivered to workers from aged care services in the eastern region. Topics included understanding of Cambodian, Chinese, Indian culture and two sessions on exploring cultural festivals. 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 104 people attended the sessions with an average of 21 participants at each session.



*Cultural Briefing session August 2011*

### Good Practice Forum

The Good Practice Forum was held to provide a platform for agencies to share information and good practice in supporting family carers from CALD backgrounds. Sixty-two workers from aged care and carer support service organisations participated. The forum included a keynote speaker, presentations highlighting good practice examples, round table discussions and resources. Participants explored strategies to address the issues faced by carers from CALD backgrounds and learned about good practice examples of supporting them. Feedback received was very positive, with participants indicating that the forum would assist them in their work with people from CALD backgrounds. Comments included:



*Good Practice Forum - Presentation by Carers Vic May 2012*

- *It was informative to listen to the range of speakers. Useful information to take back to the office to share.*
- *The forum reinforced the importance of incorporating CALD issues into organizational plans, including training, policy/procedures, access of information to CALD community.*
- *Many of the presentation provided affirmation of our current practices and some additional ideas.*
- *Listening from different facilitators – positive and negative – connecting the two and applying into how to go about in our organization.*
- *Case studies – very interesting to hear about what have and haven't worked in progress.*



*Good Practice Forum - Table discussion May 2012*

### Resource for CALD Carers

The 'Information about carer support services' booklet was developed and translated into twelve languages in 2010/11 – Arabic, Chinese (Traditional), Hungarian, Karen, Korean, Laotian, Macedonian, Persian, Polish, Russian, Tamil, and Vietnamese. In 2011/12, it was translated in four more languages – Maltese, Croatian, Serbian and Bosnian. They are available for downloading from the MIC's website

<http://www.miceastmelb.com.au/agedcareclients.htm>.

This booklet aims to help carers from CALD backgrounds understand the term 'carer'. It explains the range of support services available and 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.



### **Resource for workers**

'Supporting family carers from CALD backgrounds' - a resource list for carer support service providers was developed. The aim of the resource list is to assist carer support providers to locate and access the relevant information effectively when working and supporting carers from CALD backgrounds.

The resource list collated a range of resources including links to web based information. The information and resources were organised under seven headings:

- Principles and Practices of Culturally Appropriate Services
- Culturally Specific Information
- Demographics
- Language Services
- Translated Information for Clients
- Culturally Specific Research
- Cultural Awareness Training

The resource list is available for downloading from MIC's website [http://www.miceastmelb.com.au/documents/pdaproject/CulturalResources/Resource\\_List\\_forCarer\\_Support\\_Service\\_Providers.pdf](http://www.miceastmelb.com.au/documents/pdaproject/CulturalResources/Resource_List_forCarer_Support_Service_Providers.pdf)

MIC has received the CPP funding since 2007. This year is the final year for the completion of the project. Working in partnership with CALD community groups and aged care and carer support organisations is the key to the success of the project. This work will continue to be built on through the 'Supporting CALD Communities' project funded by the Department of Health and Ageing in 2012/13.

### **Multicultural Equity and Access Program**

For the past 11 years, the MIC has received funding from the Department of Health to deliver the Multicultural Equity and Access Program (MEAP). The aim of MEAP was to develop and implement strategies to improve equity of access to HACC services by people from CALD backgrounds in the eastern region. MEAP was funded through the Eastern Region Department of Health. The objectives were achieved through building the capacity of mainstream HACC service providers, ethno-specific organisations and migrant community groups to plan and deliver culturally appropriate services.

Over the past year the Department of Health has been reviewing the role of this and similar programs across Victoria. The MIC will continue to be funded by the Department of Health in a new and exciting program which will replace MEAP. This program will be called Access and Support (A & S) and aims to help individuals to access HACC services in the eastern region by providing short term, one to one support for people who are HACC eligible. In particular, the program will focus on people who find it difficult to access HACC services due to their diversity. This new program has been developed in recognition that some individuals do not have the knowledge or confidence to access HACC and other services, or are concerned that the service response will not meet their diverse needs.

The work of MEAP in 2011/12 included:

### **Eastern Metropolitan Region (EMR) CALD Aged Care Network**

In 2011/12 the EMR CALD Aged Care Network continued to grow. Five network meetings were held in 2011/12 and 146 people attended the meetings. By June 2012 the Network had grown to 236 members (an increase of 11% from 2010) representing 109 agencies and groups (10% more than 2010), including 31 multicultural or ethno-specific agencies and groups and 78 mainstream service providers across the seven local government areas of the eastern region. Network meetings included updates from the Victorian Department of Health, guest speakers highlighting good practice in provision of culturally appropriate

services, discussion about current relevant issues and updates from individual organisations. Speakers were from Victoria Police, Uniting Aged Care, Dutchcare, Inner East Melbourne Medicare Local, Tabulum and Templar Homes for the Aged and Annecto. In September 2011 the Network held a special forum on housing options for older people with a range of speakers from housing services. 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 2011 with 59 responses received (doubled from 2010). Feedback indicated that members found the network benefited them by providing an opportunity to meet other people working in aged care providing an opportunity to share ideas and to hear about specific programs and services available in the eastern region. 80% said the Network was very useful or extremely useful in identifying issues related to accessing services and needs for older people from CALD backgrounds.

In addition to the Network, the MIC facilitated the EMR CALD Aged Care Reference Group which held 4 meetings in 2011/12. The 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 11 members of this group from a broad range of aged care services including local government, community health and aged care.

MEAP also sent out regular updates and information to Network members about activities in aged care, HACC and cultural planning via email and mail at least once per month. The Network review found that members welcomed these updates when they could not attend meetings.

### **Assistance to CALD community groups**

During 2011/2012 MEAP provided direct assistance to 18 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 Ashburton Support Services Chinese Group, Boroondara Vietnamese Seniors Association (BVA), Camberwell Chinese Seniors, Camberwell Indian Seniors Forum, Jing Song Senior Chinese Men's Inc., Knox Hungarian Senior Citizen's Club, Kew Eastern Chinese Seniors, Nunawading Hungarian Senior Citizen's Club and Tamil Senior Citizen's Fellowship.

Examples of support provided include:

- Healthy living session for Indian seniors as part of Manningham Healthy Lifestyle Week in March 2011
- Assisting Camberwell Indian Seniors with funding applications and a six month speaker program for their group
- Organising a program of speakers for the Eastern Region Chinese Social Club

In 2011/12 MEAP also developed and distributed two newsletters for ethno-specific seniors clubs in the eastern region. The newsletters highlighted activities that both MEAP and CPP have undertaken with CALD seniors and provided key information such as falls prevention information, volunteering brochures translated into key languages, health eating tips and diabetes awareness sessions. This was distributed to 120 ethno-specific seniors clubs.

### **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 21 Eastern Region network or working group meetings and three state-wide networks on a regular basis including Boroondara Aged Care Service Providers Association (BASPA), Chinese Workers Network, ECCV Aged Care Committee, Elder Abuse Network, Inner East

PCP Service Coordination Practitioners Resource Group, Inner East PCP Local Planning Networks in Manningham and Whitehorse, Manningham Aged & Disability Network, Maroondah Network Meeting, Monash Senior Citizens Forum, Outer East Aged Care Network, Whitehorse Older Persons Action Group and Yarra Valley Aged Care Network.

### **Consultancy Support & Partnerships**

The MEAP 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:

- Partnering with Inner East PCP to deliver “Tastes to Remember” event to Chinese, Greek and Italian communities in Whitehorse in September 2011, 86 people attended.
- Partnering with UCCO to deliver “Tastes to Remember” for Chinese, Korean, Indian and Sri Lankan communities, 80 people attended.
- Applied for and received “Unity through Partnership” Funding from Victorian Multicultural Commission in partnership with Indian, Chinese, Vietnamese, Indonesian communities to do cultural exchange activities.
- Assisted Alzheimer’s Australia Victoria to plan and deliver Lao cultural training in the eastern region

### **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 12 events involving 442 participants were held. Information sessions were organised about falls prevention, HACC services, aged care, foot care, wise walkers and healthy living. MEAP also held a stall at the Cancer Awareness Expo organised by the Chinese Cancer Society of Victoria - more than 300 people attended the event.



*Information session about HACC services in Boroondara provided to the Camberwell Chinese Senior Centre in November 2011*

### **Resources for service providers**

In 2011/12 MEAP continued to update the Home and Personal Care Kit. Information is checked by community members and the format has changed so that individual community profiles can be downloaded from the MIC website. By June 2012 there were 26 cultural and religious profiles uploaded onto the MIC website.

In addition to the cultural profiles, MEAP developed a list of culturally specific aged care services for older people available in the eastern region to assist service providers with basic information that about services that may be able to support their clients. MEAP also updated the list of ethno-specific senior citizen clubs in the eastern region. Both are available on the MIC website

<http://www.miceastmelb.com.au/culturalresources.htm>.



*Good Practice Forum on Supporting CALD clients in Referral and Assessment June 2012*

The aged care and cultural resources web pages were accessed 8974 times in 2011/2012.

### **Cultural Awareness and Specific Cultural Training**

In 2011/2012 MEAP provided nine cultural awareness and specific cultural training sessions, a special event and a good practice forum for HACC service providers under the EMR HACC Regional Training Program. Three of the sessions focused on understanding specific



cultures including German, Greek, Polish, Hungarian, and Croatian and two were on religions including understanding Islam and Judaism. The other sessions covered topics including Introduction to Cultural Awareness, How to Use Interpreters and Translators, Tips on Cultural Planning, Engaging with and Promoting your Service to CALD Communities.

The Special Event was *Dementia and Culture*, the Good Practice Forum focused on *Supporting Clients from CALD Backgrounds in Referral and Assessment*. Two hundred and fifty-three people attended the sessions with positive feedback received from participants - 98% of participants rated good to excellent on the overall quality of the program. Comments included:

- *Fantastic training, love it and it really helped me to understand cultural diversity, every single person should do it*
- *Cultural planning checklist is an excellent tool*
- *The course was wonderful in raising awareness – excellent real life examples shared*
- *Thank you for a great day and all the work that was put into making it so successfully*
- *It was a full, informative day with a great variety of speakers who all presented very well – thank you.*

In addition to the HACC training calendar, MEAP offers tailored training sessions to HACC funded organisations in the eastern region. In 2011/12, three sessions were provided on cultural diversity, cultural planning and Chinese culture. Seventy-six people attended these sessions.

MEAP continually updated the training programs and resources used for training sessions and contributed to the regional HACC training program through participation in the Department of Health Eastern Region Training Advisory Committee in 2011/2012.

### **Active Service Model and 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. MEAP reported on the ASM activities undertaken as per the initial implementation plan submitted to the Department of Health in 2010 and revised the plan in November 2011.

In 2011/12 the Department of Health provided diversity planning forums in the eastern region to assist agencies to prepare their diversity plans, with an emphasis on local approaches and solutions. The MIC submitted a diversity plan to the Department of Health in June 2012 with strategies that incorporate the new Access and Support Program.

### **Inviting and Celebrating Cultural Diversity in Volunteering in the EMR**

The *Inviting and Celebrating Cultural Diversity in Volunteering* in the eastern region project was jointly funded by the Department of Community Development, Department of Health and Victorian Multicultural Commission. The purpose of the project was 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 CALD backgrounds.

The aims and objectives of the project were met through a number of key activities:

- Provided 7 information sessions about volunteering for 167 participants from Chin, Chinese, Greek, Iraqi, Italian, Karen and Zomi communities
- Provided 2 workshops to build the capacity of 9 participants from Volunteer Resource Centres and Local Council



*A volunteer involved in the project officially launching the celebrating Cultural Diversity in Volunteering November 2011*

- Undertook a Good Practice Forum to highlight examples of recruitment, support, management and retention of volunteers from CALD backgrounds with 70 participants
- Launched 'Celebrating Cultural Diversity in Volunteering' Exhibition and DVD in two locations in the eastern region and displayed at eight community sites

Several resources were developed as a result of this project including:

- 'Volunteering' brochure available in eight languages
- 'Inviting and Celebrating Cultural Diversity in Volunteering' poster for service providers
- 'Celebrating Cultural Diversity in Volunteering' DVD and banners

Overall, feedback received from participants after all key activities were finalised was positive. The resources developed have continued to be used by community members and service providers both regionally and state wide.

### **Dementia Awareness across the Generations in Boroondara**

The 'Dementia Awareness across the Generations in Boroondara' project was funded by the Department of Health Eastern Metropolitan Region. The purpose of the project was to increase awareness and understanding about dementia including intervention, risk reduction and supports available for older members of CALD communities and younger people.

The project specifically targeted older CALD community members and younger people who were attending school in Boroondara. The project targeted 24 students from two Year 10 English as a Second Language (ESL) classes from Hawthorn Secondary College. The project also targeted 52 older people over the age of 60 years from a range of CALD backgrounds including Chinese, Indian and Vietnamese.

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

- Three dementia information and activity sessions were provided for all students
- Two excursions for 17 students to visit clients at Uniting Aged Care: Elgin Street (dementia specific aged care facility)
- A Multicultural Intergeneration Celebration for 20 students and 52 CALD seniors was organised to increase awareness and understanding about dementia, focusing on bridging the gap between generations



*Students sharing their PowerPoint Presentation about dementia with CALD seniors November 2011*

Overall, participants were generally pleased with the activities organised throughout the project and reported an increase in awareness and understanding about dementia, including the services available for people with dementia and their families. Some of the comments provided by participants included:

*"I learnt how to communicate with older people with dementia and the way to socialise and make them interested with the topic"* - Student

*"I found out that there is good services for the people with dementia"* - Student

*"The whole program was very informative and interesting. We have learnt a lot"* - CALD Senior

*"The program should be repeated as often as possible"* - CALD Senior

*"Some students really took some interest in the activities and related to the information from a personal perspective. They really seemed to enjoy the hands on activities"* - Teacher

### 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. The project ended on 30th June 2012 and 104 people were trained through this program.

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 participants' confidence in the use of computers and reduce barriers to accessing mainstream ICT programs offered in their local communities. Since the program started, fourteen people from the Burmese communities have undertaken further studies on computers at Central Ringwood Community Centre.

The program targeted communities identified in the State government's "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.



*Iranian and Afghan Group September 2011*

The success of the project has spread to other community members and MIC has received many enquiries from other community groups wanting computer and internet training. Some of the positive comments about the project are:

- *I have learnt so many new things about computer. I am very happy. Thanks to the trainer.*
- *Kindly help us more in the future. I find this very useful.*
- *I would like more computer training from MIC please!*
- *Benefit for me so I will recommend to others to learn*
- *The classes were extremely useful: our thanks are due to the trainer and helpers*
- *Very well done*
- *This was a very useful training program.*



*Karen Refugee Community August 2011*

### Telstra Connected Seniors Project

In 2011/2012 MIC was successful in receiving another round of funding from the Telstra Connected Seniors® funds 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 to stay connected to family and friends both in Australia and overseas, and also, to access information and services via the internet.

Ten communities participated in the program, including those from Sri Lankan, Indian, Chinese, Polish, Vietnamese, Iranian and Karen backgrounds. The project provided twelve weeks of sessions in a number of locations across the eastern region including Central Ringwood Community Centre, Mt Waverly Community Centre and Knox and Rowville libraries.

Through this program, 147 senior citizens were trained in computers, the internet and mobile phone technology. 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. The success of the program had spread to other community groups and today, MIC has a waiting list of six groups wanting to enrol in such programs.



*Monash Chinese Senior Citizens March 2012*

Comments included:

- *Very interesting and open up new horizon*
- *It would be good if you continue internet program and arrange more sessions for internet*
- *Please do another one*
- *Wants more group sessions and learn something more difficult*
- *Was useful and enjoyed the sessions*
- *After training I am able to use mobile phone very well*
- *Excellent in all aspects*



*Lac Viet Seniors April 2012*

### **Supporting CALD Volunteering in the Mainstream project**

In 2011/2012, the “Supporting CALD Volunteering in the Mainstream” project was funded by the Lord Mayors Charitable Foundation. The project will recruit, train, mentor and support new volunteers from CALD backgrounds to volunteer in non-ethno specific organisations.

The project aims to provide opportunities for CALD volunteers to learn about volunteering in Australia and become familiar with the requirements of volunteering through an orientation program. Through the project we will address some of the barriers faced by people from CALD backgrounds volunteering in mainstream organisations by providing them with the necessary skills and a supportive environment to work in.

In 2011/2012 eleven volunteers completed their training program and have commenced their volunteering placements in mainstream organisations.

### **Wellbeing Awareness for CALD Seniors**

The Wellbeing Awareness for CALD Seniors project was funded by the City of Whitehorse Community Grants Program 2011-12. The project targeted three CALD seniors groups in Whitehorse to provide information sessions and practical demonstrations about keeping active and healthy. The



*Circolo Pensionati Italiani Nunawading doing their exercise class with instructor Catia June 2012*



groups targeted were the Nunawading Italian Seniors Club, Box Hill Chinese Senior Citizens Club and the Box Hill Russian Senior Citizens Club. Each group was consulted to find out what their members would like to know about keeping active and healthy. The Whitehorse Community Health Service assisted by providing advice and support and professionals who could deliver information sessions to the groups.

Each group received a presentation by a physiotherapist about the importance of keeping active to improve their health and wellbeing. The Russian group also received a presentation about caring for your feet and buying the right shoes. To support these sessions, readily available translated information was provided to participants. A total of 79 people attended the four separate presentations. Each group also wanted to try gentle exercise with their members. An Italian speaking instructor was found for the Italian group and English-speaking instructors were used for the Chinese and Russian groups with an interpreter used for the first classes of these two groups. Prior to the commencement of the project, participants were screened for any major health issues. A total of 27 gentle exercise classes were provided. The Italian group had an average of 23 participants and the Chinese group an average of 19. These two groups continued with 12 gentle exercise classes. The Russian group only had a few participants each time and stopped after three classes.

Participants found the information sessions useful and 100% said they increased their knowledge about healthy living and exercise. The Italian and Chinese groups enjoyed the exercise classes with participant numbers remaining steady. Noticeable improvements in participants' abilities over the 12 weeks resulted from the classes such as improved flexibility and range of movement. In addition, these two groups intend to continue the exercise class by asking participants for a small contribution to the cost and subsidising the balance from club funds.

### **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 2011/2012 \$6,937 was raised through holding sausage sizzles with the support of Bunnings and in donations. In 2011/2012 support was provided to families in the form of food vouchers and assistance to meet unexpected costs.

### **Representation on advisory groups**

The MIC provided information and advice on the needs of the client group through attending meetings, making presentations and participating on networks. These included, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Migrant Settlement Committee, Family Violence Working Group, Boroondara Volunteer Resource Centre Network, Eastern Homeless Network, Maroondah Child and Family Network, Outer Eastern Refugee Health Network and Local Area Coordination, EDVOS Family Violence Group Network, RoadsafE Eastern Metro and Maroondah Community Safety Committee.

### **Assistance to agencies**

A newsletter titled "Eastern Multicultural News" is published monthly by the MIC. 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 - <http://www.miceastmelb.com.au/multiculturalnews.htm>.

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. Twelve workshops were held with service providers to promote the service needs of recently arrived client groups and to discuss best practice service delivery for this demographic.

Assistance was also provided to agencies to support their work with individual clients. Work in this area included providing information on social and support groups for different communities and where to access bilingual professionals. 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 MIC's Volunteer Program, funded by the DIAC's Settlement Grants Program, 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.

In 2011/2012, 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 2012/2013 MIC 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 provide assistance to people who face barriers to accessing Home and Community Care services due to issues of diversity.

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

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 Hakha Chin, Falam, Karen, Mizo and Zomi communities of Burma, Iran, Iraq and Southern Sudan. Information sessions on a number of topics including education, healthy living, housing options and the rights of landlords and tenants, life in Australia, legal systems, parenting and employment services.

We will work with three primary schools to implement the Leadership and Multicultural Project (LAMP) 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 hold activities and programs to increase older people from CALD communities' understanding of aged care services, including residential and respite care.

### **Services to Agencies**

In 2012/2013, 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.

## **Director's Report**

Your Directors present this report on the entity for the financial year ended 30 June 2012.

### **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  
Mr Eric Chen  
Mr Brad Cooper  
Ms Jenny Jackson  
Mr Grant Fraser (resigned 29/11/2011)  
Mr Peter McPhee  
Ms Fiona Purcell

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:

- Providing settlement services to individuals on over 5800 occasions
- Securing private rental housing for 72 families
- Delivering 145 information sessions to people who have settled through the Federal Governments Humanitarian and Family Migration programs. Two thousand four hundred and eighty nine people attended the sessions.
- Holding 26 information services/service tours for older people from Culturally and Linguistically Diverse backgrounds. Eight hundred and fifty people attended the events.
- Holding a multicultural expo to raise communities' awareness and understanding of aged care and carer support services – 140 people from 12 communities participated in the expo.
- Holding a Good Practice Forum to highlight examples of recruitment, support, management and retention of volunteers from CALD backgrounds - 70 people attended
- Holding 121 homework groups for refugee children with an average attendance of 20 students at each session
- Providing training to 147 older people from 10 CALD communities to use the Internet and mobile phones
- Holding a parenting camp for 11 women from Southern Sudan and their 64 children
- Seventy Seven volunteers assisted our clients to successfully settle

### **Performance measures**

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

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

### **Information on Directors**

#### **Mr Aliakbar Akbarzadeh**

Appointed: 01/04/02, reappointed on 01/04/05, 01/04/2008 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.

#### **Mr Brad Cooper**

Appointed: 01/04/2011

Brad works in the not for profit aged care sector and is currently a Regional Manager with Baptistcare'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 Persons Action Group Incorporated (WOPAG). 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.

#### **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 at Blackburn English Language School which has 2 campuses one in Blackburn and a second in Croydon North and he has been in this position for over 17 years. He has worked in a number of different areas of education related to migrant and refugee families across different parts of Melbourne for nearly 30 years.

#### **Mr Grant Fraser**

Appointed: 01/04/2011 resigned 29/11/2011

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 Manningham Community Health Centre. 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. In addition to her skills and experience Jenny holds qualifications in nursing, education and business.

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.

### Meetings of Directors

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

|  | Directors' Meetings       |                 |
|--|---------------------------|-----------------|
|  | Number eligible to attend | Number attended |
| Mr Robert Colla                              | 11                        | 8               |
| Mr Akbar Akbarzadeh                          | 11                        | 6               |
| Mr Eric Chen                                 | 11                        | 9               |
| Mr Brad Cooper                               | 11                        | 8               |
| Mr Grant Fraser                              | 3                         | 0               |
| (Resigned on 29 <sup>th</sup> November 2011) |                           |                 |
| Ms Jenny Jackson                             | 11                        | 7               |
| Mr Peter McPhee                              | 11                        | 7               |
| Ms Fiona Purcell                             | 11                        | 8               |

### 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 2012 the number of members was 36. The total members' guarantee amounted to \$ 360. (2011: \$320)

### Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2012 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



Robert Colla

Dated this 19th day of September 2012

**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:

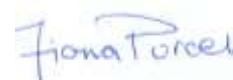
1. The financial statements and notes are in accordance with the Corporations Act 2001 and:
  - a. comply with Accounting standards
  - b. give a true and fair view of the financial position as at 30 June 2012 and of the performance for the year ended on that date in accordance with the accounting policies 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 19<sup>th</sup> day of September 2012

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

**Statement of Comprehensive Income**  
**for the Year Ended 30 June 2012**

|   | 2012<br>\$       | 2011<br>\$       |
|---|------------------|------------------|
| <b>REVENUE FROM ORDINARY ACTIVITIES</b>           |                  |                  |
| Attorney General's Department                     | 69,547           | 17,767           |
| DIAC  | 926,947          | 829,986          |
| DIAC IAAAS  | 20,144           | 26,025           |
| DHS   | 203,231          | 185,122          |
| City of Boroondara                                | 3,000            | 3,623            |
| City of Knox                                      | -                | 5,500            |
| City of Manningham                                | 85               | 440              |
| City of Whitehorse                                | 3,917            | 5,091            |
| Community Development Projects                    | 5,000            | -                |
| CMY   | 19,947           | 16,568           |
| Department of Planning & Community Development    | 13,476           | 19,660           |
| Department of Housing Family & Community Services | 99,225           | 101,911          |
| Department of Health and Ageing                   | 72,828           | 102,642          |
| Department of Premier & Cabinet                   | 13,687           | -                |
| EACH  | 6,000            | -                |
| Environment of Victoria                           | 12,476           | -                |
| KYM Youth Connections                             | 91,639           | 88,227           |
| LAMP Project                                      | 41,260           | 30,228           |
| Lord Mayor Fund                                   | 4,224            | -                |
| Maroondah City Council                            | 4,378            | 621              |
| Myer Foundation                                   | -                | 5,000            |
| Family Relationship Services                      | 41,582           | 39,377           |
| Family Violence Service                           | 20,584           | 25,066           |
| RACV Foundation                                   | 8,902            | -                |
| Refugee Youth Program                             | -                | 1,712            |
| VMC   | 90,176           | 98,482           |
| Scanlon Foundation                                | 9,055            | -                |
| Settlement Support Fund                           | 5,540            | 6,261            |
| Sports Without Borders                            | 10,000           | -                |
| Vicnet-CISG                                       | 11,070           | 13,930           |
| VicRoads  | 21,949           | -                |
| Victorian Women's Trust                           | 4,000            | -                |
| Volunteer Program                                 | 4,100            | -                |
| UCCO  | 10,555           | -                |
| Telstra   | 47,400           | 49,045           |
| Yarra Ranges                                      | -                | 7,000            |
| Minor Projects                                    | 12,577           | 7,790            |
| Interest  | 26,315           | 27,766           |
| Other income                                      | 77,860           | 76,990           |
| <b>TOTAL REVENUE</b>                              | <b>2,012,676</b> | <b>1,791,830</b> |

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

**Statement of Comprehensive Income**  
**for the Year Ended 30 June 2012**

| <b>EXPENSES</b>                                | <b>Note</b> | <b>2012</b><br><b>\$</b> | <b>2011</b><br><b>\$</b> |
|--|-------------|--------------------------|--------------------------|
| <b>Employee Benefits Expenses</b>              |             |                          |                          |
| Professional Development                       |             | 11,534                   | 8,136                    |
| Recruitment Staff                              |             | 858                      | 1,273                    |
| Board Recruitment                              |             | -                        | -                        |
| Superannuation                                 |             | 118,927                  | 106,633                  |
| Wages & Salaries                               |             | 1,234,598                | 1,094,212                |
| Holiday Pay                                    |             | 101,346                  | 88,715                   |
| Locum Position                                 |             | -                        | -                        |
| Work Cover                                     |             | 15,937                   | 11,244                   |
| Long Service Leave                             |             | 46,281                   | 25,162                   |
| Employer Expenses - Other                      |             | 7,138                    | 10,600                   |
| <b>Total Employee Benefits Expenses</b>        |             | <b>1,536,619</b>         | <b>1,345,975</b>         |
| <b>Depreciation Expenses</b>                   |             | <b>16,548</b>            | <b>22,815</b>            |
| <b>Other Expenses from Ordinary Activities</b> |             |                          |                          |
| Audit  |             | 2,368                    | 600                      |
| Annual General Meeting                         |             | 373                      | 465                      |
| Board Expenses                                 |             | 252                      | 931                      |
| Bank Charges                                   |             | 4,358                    | 4,193                    |
| Computer System (excl capital expenses)        |             | 7,498                    | 10,054                   |
| Dues & Subscriptions                           |             | 2,057                    | 2,056                    |
| Insurances                                     |             | 5,981                    | 4,246                    |
| Motor Vehicle Expenses                         |             | 32,403                   | 29,073                   |
| Photocopier                                    |             | 2,375                    | 1,513                    |
| Postage  |             | 9,658                    | 6,836                    |
| Rent & Utilities – Office                      |             | 58,369                   | 55,095                   |
| Repair and Maintenance - General               |             | -                        | -                        |
| Regulatory Fees & Charges                      |             | 42                       | 41                       |
| Stationery                                     |             | 20,087                   | 15,624                   |
| Telephone                                      |             | 21,022                   | 19,409                   |
| Service Delivery - Interpreting & Translating  |             | 51,291                   | 40,479                   |
| Service Delivery - Meeting Expenses            |             | 36,098                   | 48,890                   |
| Service Delivery - Direct Client Support       |             | 5,540                    | 6,662                    |
| Service Delivery - Printing                    |             | 11,333                   | 12,623                   |
| Service Delivery - Volunteer Expenses          |             | 3,925                    | -                        |
| Venue Hire                                     |             | 21,641                   | 13,349                   |
| Facilitators/Speakers Payment                  |             | 10,143                   | 8,139                    |
| Catering/Refreshments                          |             | 37,623                   | 37,469                   |
| Transport Subsidies/Expenses                   |             | 12,701                   | 14,694                   |
| Other Expenses                                 |             | 102,071                  | 90,378                   |
| <b>Total Other Expenses</b>                    |             | <b>459,209</b>           | <b>422,819</b>           |
| <b>TOTAL EXPENSES</b>                          |             | <b>2,012,376</b>         | <b>1,791,609</b>         |
| <b>Current Year Surplus</b>                    |             | <b>300</b>               | <b>221</b>               |
| <b>Other Comprehensive Income</b>              |             | <b>0</b>                 | <b>0</b>                 |
| <b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b> | <b>2</b>    | <b>300</b>               | <b>221</b>               |

The accompanying notes form part of these financial statements.



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

**Statement of Financial Position**  
**for the Year Ended 30 June 2012**

| <b>ASSETS</b>                          | <b>2012</b>      | <b>2011</b>    |
|--|------------------|----------------|
|  | <b>\$</b>        | <b>\$</b>      |
| <b>Current Assets</b>                  |                  |                |
| <b>Cash On Hand</b>                    |                  |                |
| Cheque Account NAB 56-094-8094         | 146,606          | 47,389         |
| Settlement Support Fund 6511           | 1,990            | 4,559          |
| Business Maximiser Acc 4893            | 237,392          | 437,407        |
| TNA Cheque Acc 82-335-9479             | 23,575           | 57,541         |
| Term Deposit NAB 13-613-4593           | 200,000          | -              |
| Petty Cash                             | 2,428            | 316            |
| <b>Total Cash on Hand</b>              | <b>611,991</b>   | <b>547,212</b> |
| <b>Investments</b>                     |                  |                |
| Term Deposit NAB 57-014-1323           | 100,000          | 100,000        |
| Term Deposit NAB 82-632-8838           | 20,000           | 20,000         |
| Receivables                            | 305,313          | 277,770        |
| <b>Total Current Assets</b>            | <b>1,037,304</b> | <b>944,982</b> |
| <b>Fixed Assets</b>                    |                  |                |
| <b>Computer Equipment</b>              |                  |                |
| Computer Equipment at Cost             | 51,639           | 49,898         |
| Less Accumulated Depreciation          | (49,987)         | (39,211)       |
| <b>Total Computer Equipment</b>        | <b>1,652</b>     | <b>10,687</b>  |
| <b>Furniture &amp; Fixtures</b>        |                  |                |
| Furniture & Fixtures at Cost           | 15,611           | 15,070         |
| Less Accumulated Depreciation          | (14,997)         | (13,778)       |
| <b>Total Furniture and Fixtures</b>    | <b>614</b>       | <b>1,292</b>   |
| <b>Fax &amp; Photocopier Equipment</b> |                  |                |
| Fax/Photocopier Equipment at Cost      | 7,667            | 7,667          |
| Less Accumulated Depreciation          | (5,111)          | (3,195)        |
| <b>Total Fax &amp; Photocopier</b>     | <b>2,556</b>     | <b>4,472</b>   |
| <b>Office equipment</b>                |                  |                |
| Office Equipment at Cost               | 11,358           | 11,358         |
| Less Accumulated Depreciation          | (11,358)         | (10,639)       |
| <b>Total Office equipment</b>          | <b>0</b>         | <b>719</b>     |
| <b>Motor Vehicle</b>                   |                  |                |
| Motor Vehicle at Cost                  | 68,464           | 50,175         |
| Less Accumulated Depreciation          | (7,039)          | (29,307)       |
| <b>Total Motor Vehicle</b>             | <b>61,425</b>    | <b>20,868</b>  |
| <b>Total Fixed Assets</b>              | <b>66,247</b>    | <b>38,038</b>  |
| <b>TOTAL ASSETS</b>                    | <b>1,103,551</b> | <b>983,020</b> |

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

**Statement of Financial Position**  
**for the Year Ended 30 June 2012**

| <b>LIABILITIES</b>                   | <b>2012</b>      | <b>2011</b>    |
|--------------------------------------|------------------|----------------|
|                                      | <b>\$</b>        | <b>\$</b>      |
| <b>Current Liabilities</b>           |                  |                |
| Grants in Advance                    | 657,853          | 619,023        |
| FBT Salary Sacrifice                 | 5,630            | 2,918          |
| GST Liabilities                      | 44,360           | 42,534         |
| <b>Payroll Liabilities</b>           |                  |                |
| Holiday Pay Accrual                  | 63,436           | 54,335         |
| Superannuation                       | 31,317           | -              |
| Long Service Leave                   | 47,622           | 149,248        |
| PAYG Withholding                     | 11,429           | 9,946          |
| <b>Non Current Liabilities</b>       |                  |                |
| Long Service Leave                   | 144,584          | 0              |
| <b>Total Payroll Liabilities</b>     | <b>298,388</b>   | <b>213,529</b> |
| <b>Provisions</b>                    |                  |                |
| Provision – Auditor                  | 5,782            | 8,243          |
| Provision - Recruitment              | 1,695            | 1,695          |
| Provision – Work Cover               | 488              | 488            |
| Provision – Office Equip Replacement | 1,289            | 6,825          |
| <b>Total Provisions</b>              | <b>9,254</b>     | <b>17,251</b>  |
| <b>TOTAL LIABILITIES</b>             | <b>1,015,485</b> | <b>895,255</b> |
| <b>NET ASSETS</b>                    | <b>88,065</b>    | <b>87,765</b>  |
| <b>EQUITY</b>                        |                  |                |
| Retained Earnings                    | 87,765           | 87,544         |
| Current Year Surplus/Deficit         | 300              | 221            |
| <b>TOTAL EQUITY</b>                  | <b>88,065</b>    | <b>87,765</b>  |

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 2012**

|                             | <b>\$</b><br><b>Retained</b><br><b>Earnings</b> | <b>\$</b><br><b>Office</b><br><b>Equipment</b><br><b>Reserve</b> | <b>\$</b><br><b>Other</b><br><b>Reserves</b> | <b>\$</b><br><b>Total</b> |
|-----------------------------|---|--|--|---------------------------|
| Balance 1 July 2010         | 87,444  | 0  | 100  | 87,544                    |
| Surplus for the year        | 221   | 0  | -  | 221                       |
| <b>Balance 30 June 2011</b> | <b>87,665</b>                                   | <b>0</b>   | <b>100</b>                                   | <b>87,765</b>             |
| Balance 1 July 2011         | 87,665  | 0  | 100  | 87,765                    |
| Surplus for the year        | 300   | 0  | -  | 300                       |
| <b>Balance 30 June 2012</b> | <b>87,965</b>                                   | <b>0</b>   | <b>100</b>                                   | <b>88,065</b>             |

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 2012**

|  | Note | 2012<br>\$       | 2011<br>\$     |
|--|------|------------------|----------------|
| <b>Cash Flow from Operating Activities</b>             |      |                  |                |
| Receipts from Government Grants                        |      | 2,170,136        | 1,842,724      |
| Miscellaneous Income                                   |      | 19,758           | 76,990         |
| Interest Received                                      |      | 22,077           | 27,766         |
| Payments to Suppliers and Employees                    |      | (2,102,435)      | (1,873,324)    |
| Net cash (used in)/generated from operating activities | 4    | <b>109,535</b>   | <b>74,156</b>  |
| <b>Cash Flows from Investing Activities</b>            |      |                  |                |
| Payment for Motor Vehicle                              |      | (42,223)         | 0              |
| Payment for Office Equipment                           |      | (2,532)          | (2,460)        |
| Purchases of Financial Assets                          |      | (120,000)        | 0              |
| Net cash used in investing activities                  |      | <b>(164,755)</b> | <b>(2,460)</b> |
| Net increase / (decrease) in cash held                 |      | (55,220)         | 71,696         |
| Cash at beginning of period                            |      | 667,212          | 595,516        |
| <b>Cash at end of Financial Year</b>                   | 4    | <b>611,991</b>   | <b>667,212</b> |

The accompanying notes form part of these financial statements.

**Notes to the Financial Statements for the year ended 30 June 2012**

**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 22<sup>nd</sup> October, 2012 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:

| <b>Class of Fixed Asset</b> | <b>Depreciation Rate</b> |
|-----------------------------|--------------------------|
| 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.

**Note 2: Allocation of Surplus**

|  | <b>2012</b> | <b>2011</b> |
|--|-------------|-------------|
|  | <b>\$</b>   | <b>\$</b>   |
| Monies Carried forward for Service Brochures | 300         | 221         |
| <b>Total</b>                                 | <b>300</b>  | <b>221</b>  |

**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:**

|   | <b>2012</b>    | <b>2011</b>   |
|---|----------------|---------------|
|   | <b>\$</b>      | <b>\$</b>     |
| Operating Surplus                                     | 300            | 221           |
| Non-cash flows in operating surplus:                  |                |               |
| – Depreciation  | 16,548         | 22,815        |
| Changes in Assets and Liabilities:                    |                |               |
| – Decrease/(Increase) in Receivables                  | (27,543)       | (16,298)      |
| – Increase/(Decrease) in Provisions                   | (7,997)        | (5,198)       |
| – Increase/(Decrease) in Grant in Advance             | 41,542         | 53,258        |
| – Increase/(Decrease) in Payroll Liabilities          | 84,859         | 3,792         |
| – Increase/(Decrease) in GST                          | 1,826          | 15,568        |
| Cash flows (used in)/provided by operating activities | <b>109,535</b> | <b>74,156</b> |

**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



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

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report for Migrant Information Centre (Eastern Melbourne) Limited (the company), which comprises the statement of financial position as at 30 June 2012, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

*Directors' Responsibility for the Financial Report*

The directors of the company are responsible for the preparation of the financial report and have determined that the accounting policies described in Note 1 to the financial report are appropriate to meet the requirements of the *Corporations Act 2001* and are appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

*Independence*

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

60-64 Railway Road, Blackburn 3130  
PO Box 169, Blackburn 3130  
t: (03) 9878 1477 f: (03) 9894 1798  
contact@rdlaccountants.com.au  
rdlaccountants.com.au

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

*Opinion*

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

- a. giving a true and fair view of the company's financial position as at 30 June 2012 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with the *Corporations Regulations 2001*.

*Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Corporations Act 2001*. As a result, the financial report may not be suitable for another purpose.



Robert J Hurrell, FCA  
rdl.accountants

19 September 2012  
Blackburn, Victoria



AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE CORPORATIONS ACT  
2001 TO THE DIRECTORS OF MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2012 there have been:

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

A handwritten signature in black ink, appearing to read 'R. Hurrell'.

Robert J Hurrell, FCA  
rdl.accountants

19 September 2012  
Blackburn, Victoria