



Migrant Information Centre (Eastern Melbourne)

Annual Report 2012-2013

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Annual Report 2012/2013

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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 2012/2013 included:

- Settlement services were provided to individuals on over 5900 occasions. People accessing the service were born in over 50 different countries. The largest numbers of people contacting the service were from Burma, Iran, South Sudan, and Iraq.
- Over 240 applications for private rental housing were lodged on behalf of clients with local estate agents and private rental housing was secured for over 70 families.
- Over 100 information sessions were presented to newly arrived refugee communities. Topics covered in the presentations included home maintenance, Centrelink services, women's health, dental services, consumer rights, budgeting, fitting child restraints in cars, the electoral system and using Myki. Over 2500 people attended the information sessions over the past 12 months.
- Five homework support programs were offered at the Croydon and Knox libraries and in three primary schools in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 14 students attended the library based programs and 30 students attended each of the primary school based programs on a weekly basis. The groups are supported by 35 volunteers.
- Assistance was provided to over 80 people to access Home and Community Care Services and other aged care and support services.
- Eleven (11) information sessions were held on aged care, respite care and carers support services. An average of 35 participants attended each session.
- Sixty-eight (68) young people were assisted to reengage with school, employment or training.
- Developed and delivered three eight-week programs – one for Zomi women and two for Hakha Chin women – who were, were at risk of, or experiencing, family violence. Six to eight women attended each program.
- Provided family support to 42 families – this work included parenting support and assistance with household management including budgeting.
- Seventy-two (72) volunteers assisted our clients to successfully settle.

The MIC employs 34 staff who speak seventeen languages.

The main funders of the MIC are the Federal Department of Immigration and Citizenship, Federal Department of Families, Housing, Community Services and Indigenous Affairs, Federal Department of Health and Ageing and State Department of Health.

Our Region

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

Our Vision

The MIC will take a lead role in the coordination of current, relevant information and the provision of services that will strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations of the Eastern 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 at a MIC camp April 2013

Our Staff

The MIC currently has 34 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.

Jessica Bishop

Jessica was responsible for the "Say No to Crime" Youth Project. The project was funded through the Victorian Government's Department of Justice and aimed to prevent crime amongst young people from refugee backgrounds aged 12 to 18 years who lived in the eastern region. Jessica also worked with clients through Complex Case Services, Settlement Grants and the Chin Healthy Relationships Program.

Lorraine Busuttil

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

Diana Campbell

Diana is one of the project workers for Communities for Children, a program funded through the Department of Families, Housing, Community Services and Indigenous Affairs. The objective of the program is to support migrants and refugees to successfully parent across

two cultures through providing direct family support services to families from CALD backgrounds and programs for children.

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 also co-facilitates a homework support program. 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 DIAC's Settlement Grants Program.

Rebecca Dunsdon

Rebecca is a settlement case worker assisting refugees and family stream migrants with low English proficiency to successfully settle in the region. Rebecca's work is funded through DIAC's Settlement Grants Program.

Sepideh Fallah

Sepideh is responsible for administration and reception work. Sepideh speaks Persian.

Belinda Gillam

Belinda is the Home and Community Care Diversity Advisor for the Eastern Region. Belinda is responsible for supporting the implementation of diversity planning and practice by supporting Home and Community Care (HACC) funded organisations in the Eastern Metropolitan Region to develop and implement HACC Diversity Planning and practice.

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 DIAC's Settlement Grants Program.

Amber Huang

Amber is one of the project workers responsible for the Access and Support Program. This is a Department of Health funded program designed to assist frail aged and people with disabilities to access services, who due to their diversity face barriers in accessing Home and Community Care (HACC) services. Amber was also responsible for administering the HACC training calendar in 2012. Amber also assists refugees and family stream migrants with low English proficiency to successfully settle in the region – this component of Amber's work is funded through DIAC's Settlement Grants Program. Amber speaks Mandarin and Cantonese.

Geraldine Jeremiah

Geraldine was responsible for the CALD Volunteering Project funded through the Lord Mayors Fund and also for administering the HACC training calendar in 2013. 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 DIAC's Settlement Grants 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. This project is funded through the Department of Human Services. Iva is also a project worker with Communities for Children. Iva speaks Bosnian, Croatian and Serbian.

Woody Jurkovic

Woody is the project worker for the Humanitarian Family Relationships program funded through the Department of Families, Housing, Community Services and Indigenous Affairs. Woody provides family relationships 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 also facilitated a series of information sessions at Swinburne TAFE for ESL students and the Karen community. Robyn's work is funded through DIAC's Settlement Grants Program.

Barbara Laug

Barbara is a project worker for the Refugee Action Program. This program works with refugee communities to build their capacity to settle successfully. The program is funded through the Victorian Government Department of Multicultural Affairs and Citizenship. Barbara was also the project worker for the Outer East Well Being project. This project was designed to improve the understanding of older people from CALD communities on the importance of healthy eating and exercising. Barbara speaks German.

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 DIAC's Settlement Grants Program.

Safieh Loulagar

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

Khuang Mang

Khuang is a project worker for the Refugee Action Program. This program works with refugee communities to build their capacity to settle successfully. Khuang speaks Hakha Chin.

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. Niquita's work is funded through DIAC's Settlement Grants Program.

Cin Sian Mung

Mung is a project worker for the Refugee Action Program and he also works as a settlement case worker. The Refugee Action Program works with refugee communities to build their capacity to settle successfully. Mung speaks Zomi.

Saturnino Onyala

Saturnino is a settlement case worker who assists individuals and families to successfully settle in the region. He also facilitates a series of information sessions for the African community. Saturnino speaks Sudanese Arabic. Saturnino's work is funded through DIAC's Settlement Grants Program.

Mehul Patel

Mehul is a settlement case worker who assists individuals and families to successfully settle in the region through DIAC's Settlement Grants 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 working on VicRoads funded projects designed to increase the safety of drivers and pedestrians. Mehul speaks Hindi.

Sharon Porteous

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

Sawm Suante

Sawm is a settlement case worker who assists individuals and families to successfully settle in the region. Sawm also facilitates a series of information sessions and life skills programs for the Zomi community. Sawm speaks Zomi and his work is funded through DIAC's Settlement Grants 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 is one of the project workers responsible for the Access and Support Program. Robyn also assisted refugee and family stream migrants with low English proficiency to successfully settle in the region through DIAC's Settlement Grants 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 DIAC's Settlement Grant Program. Randika speaks Sinhalese.

Kate Wilde

Kate was the project officer for the Women's Trust funded program – Many Stories, One Voice and the DIAC funded project Window to My World. Both programs worked with young people in the Outer East of Melbourne to strengthen cross cultural understanding.

Wanling Zhang

Wanling is one of the project workers responsible for the Access and Support Program. Wanling is also a registered migration agent and provides migration advice to refugees and clients eligible under 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 with 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 for people of all ages from pre-school aged children at playgroups through to older people who are seeking information on aged and residential care services.

In 2012/2013, the work of the MIC staff included:

Settlement Services

- Settlement services were provided on over 5900 occasions to over 1350 individuals. The largest numbers of people contacting the service were from the Hakha Chin, Falam Chin, 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 2012/2013, 129 information sessions were delivered by MIC on a range of topics including Australian culture, Centrelink payments, dental health services, financial literacy, fire safety, fitting child restraints in cars, home maintenance, public housing applications and waiting times and landlord and tenant roles and responsibilities.
- A Multicultural Sports Festival was held with over 250 people participating. Local sporting clubs participated providing young people with the opportunity to try volleyball,



Participants at a home maintenance program held at Bunnings - April 2013

tennis and Australian Football. A soccer tournament was also held between six teams - the Eastern United team won the final.

- Ten (10) excursions were undertaken with recently arrived refugee communities to local attractions accessible by public transport. These included trips to AFL matches, Edithvale beach, Queen Victoria Market, the Royal Botanical Gardens and Tintern farm.
- Seventy-two (72) volunteers were recruited, trained and supported to assist recently arrived refugee individuals and families to successfully settle.



The Flam Chin and Hakha Chin soccer teams– Multicultural Sports Day - March 2013

Family Support Services

- Family support was provided to 56 families. Families were assisted with budgeting, household management and parenting.
- School holiday programs were held and over 142 children participated.

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 healthy living Hip Hop and Zumba program, a study skills program, a driver education program and a young women's program that was held in partnership with Eastern Access Community Health.
- School Holiday programs were held and included circus skills workshops, a pool party, excursions to the beach, roller skating and trips to the movies.
- A three day camp was held with 26 young people. The camp included workshops on self confidence, team work, making choices, goal setting as well as fun activities such as a night walk and games.
- Over 30 young people were linked to sports clubs including indoor and outdoor soccer, tennis, table tennis and basketball.
- Support was provided to young people at risk of disengaging, or disengaged from school to resume education or work. This service is provided in partnership with KYM and Anglicare. In 2012/2013 the MIC based worker assisted 68 young people.



Bead Workshop – April 2013

Older Persons Services

- Eleven (11) information sessions were held for older migrants in partnership with aged care and carer support organisations including Alzheimer's Australia Vic, Australian Hearing and Centrelink.



Excursion with Russian community members - November 2012

Over 380 people attended these sessions.

- Excursions and a healthy living programs was delivered to older peoples groups. This included speakers on health related topics, exercise demonstrations and tours of local services.
- An expo for older people from the Sri Lankan community was held to raise awareness and understanding of aged care and carer support services. Over 110 people participated in the expo with 15 aged and carer support agencies providing information to participants on their services.
- Ninety-four (94) clients were assisted to access HACC and other related services through the Access and Support Program

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 2012/13 the fund paid for over 30 young people to join sporting clubs including basketball, soccer and swimming clubs.

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 2012/2013 was awarded to Robyn Tan.

The Year Ahead

In 2013/14 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 relationships counselling and family support services for refugee and migrant families living in the eastern region
- Holding six homework support programs for secondary and primary school students across the region
- Holding information sessions with refugees and family stream migrants with low English proficiency on local services and life in Australia
- Holding three playgroups
- Delivering three parenting programs with refugee communities
- 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.



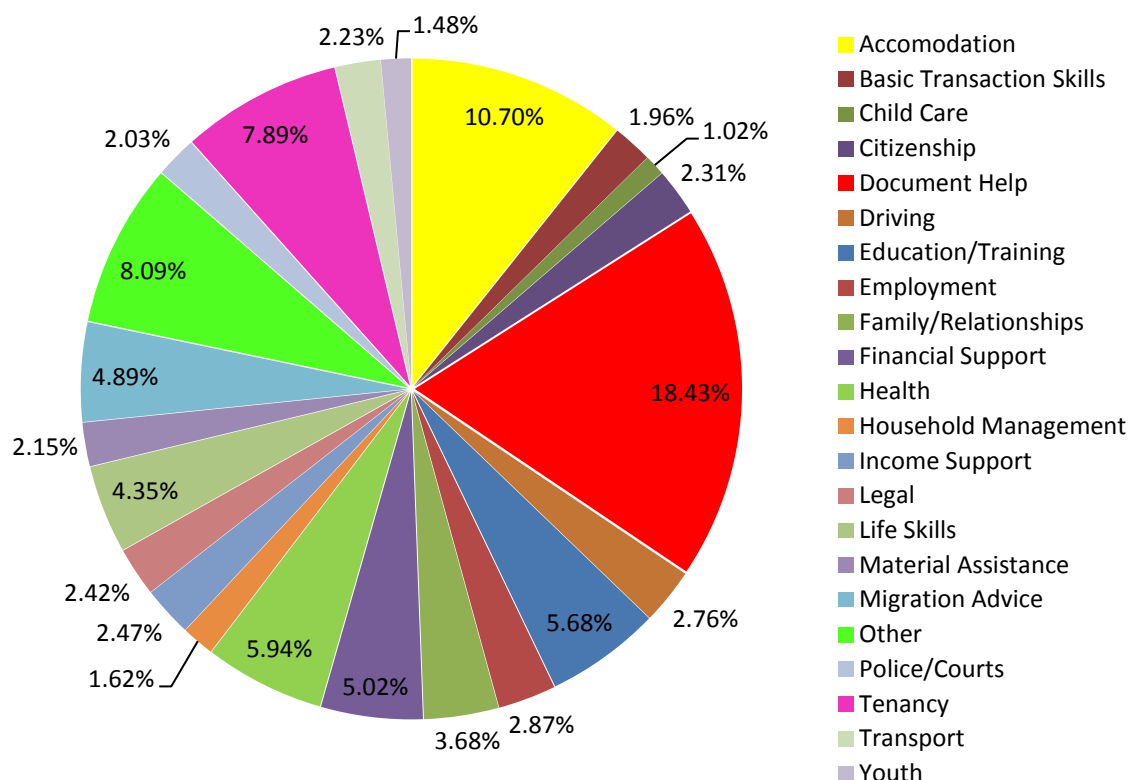
Robert Colla
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2013, staff provided settlement assistance, funded through the Department of Immigration and Citizenship, to over 1350 refugees and family stream migrants with low English proficiency living in the Eastern Region. Services were provided through 5991 client contacts.

Figure 1: Issues presented by clients July 2012 - June 2013



As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (2747) of inquiries was 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 was related to assisting clients to secure housing (1595).

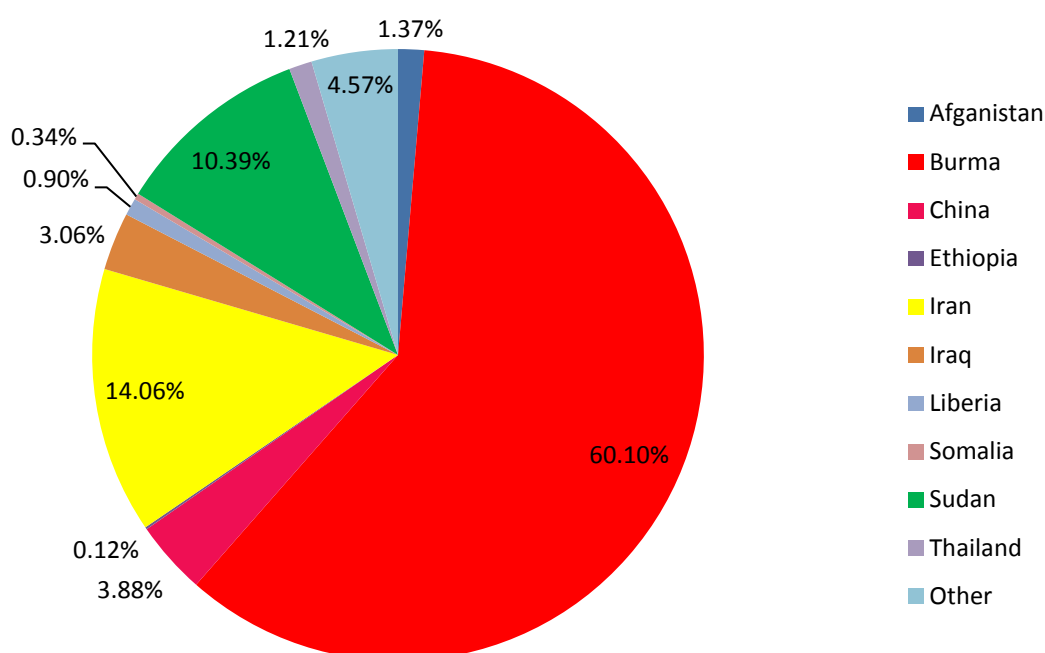
Eighty percent (5472) of contacts were face to face, 19 percent (1306) were by telephone and one percent by telephone/email/mail.

Referrals to MIC services came from a variety of sources including Humanitarian Settlement Services providers (366), family and friends (139), health professionals (108), real estate agents (119) and schools (83). The largest number of referrals was self referrals (3556).

MIC staff referred clients to a number of other services for assistance. In 2012/2013 this work included referrals to government agencies (3038), community housing providers (403), real estate agents (1603), health professionals (869), schools (327) and utility companies (1083).

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

Figure 2: Country of birth of clients July 2012 - June 2013



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 TAFE Croydon. The youth settlement workers also provided a weekly outreach service at Melba and Ringwood Secondary Colleges and Blackburn English Language School (Croydon campus).

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 into Arabic, Chinese, Dinka, Farsi, Dari, Hakha Chin and Karen languages.

Comments on the service received in 2012/2013 included:

- *Whenever I'm look up for services I always go to MIC because they are fantastic people to get support from*
- *I am impressed with the quality and services delivered by staff of MIC*

- *I'd like to thank MIC, because they provide good help to people who don't understand*
- *I always enjoy the services from the casework, Thanks to MIC for employing good staff*
- *We appreciate the services from Rebecca, thank you*
- *Every time I come to MIC I feel satisfied with the services offered*

In November 2012 and May 2013, the MIC conducted a random telephone survey of clients who had used our settlement services over the past six months to identify the extent to which the services assisted people to successfully settle. One hundred and thirty five (135) people responded to the survey. The results of the survey indicated a high level of satisfaction, with 97% of respondents feeling MIC's services had been useful to them and that the MIC workers were helpful and easy to understand, 98% of clients reported that MIC helped them settle in Australia and 99% reported that they would recommend the MIC to their friends and family.

Comments received included:

- *Very, very, very good, helps me and helps others*
- *Sophie and Niquita are very helpful. MIC staff helped with my passport and to bring mother over*
- *Very happy with everyone and services*
- *I am very satisfied*
- *It is a very good agency*
- *No comment, so far I am very happy with MIC staff, and the way they helped clients*
- *MIC really helped me a lot, and I am very thankful*
- *Thank you very much for everything, MIC staff are very helpful and patient*
- *I am very thankful to Sue, Safieh, and all other staff who helped me a lot with settlement and other major situations that I had before*
- *I am very thankful with everything that MIC provided me and I am very happy with the services that I got from MIC*
- *Thank you very much for everything. I will be in touch with MIC if I need further assistance*
- *Not much to say at the moment, but so far I would like to say MIC is doing all the best to provide full support to all its clients*
- *I am really happy with MIC, every time that I had concern I did contact MIC and their staff were really helpful and provided me support where I needed*
- *I will come to MIC anytime I have problems. I am very thankful and happy with the services MIC provided me*

Chin Healthy Relationships Program

In 2012/2013 a small grant was received by Yarra Ranges Council to implement a program aimed at promoting healthy relationships amongst young people from Chin backgrounds, including promoting respect for women and aiming to reduce family violence amongst this group in the future.

Two programs were delivered – one with ESL students in years 8 and 9 at a local secondary college and the other with the youth class who are studying English as a Second Language (ESL) at Swinburne TAFE. The program at the secondary college was held fortnightly over eight weeks and the program at Swinburne was held weekly over five weeks. Each program included a mix of games, discussions, small group activities and lecture-style presentations to assist the young people to engage with the topics presented and encourage maximum participation.

Program sessions focused on building self-esteem and positive body image, recognizing gender as a social construct that can differ between cultures, the importance of

understanding that two people in intimate relationships can have different perceptions, and; gender equality in Australia and the rights of women.

Feedback gathered at the conclusion of each program indicated that the young people enjoyed the sessions. Participants stated they learnt about gender as different from biology, respect and equality of men and women in Australia, listening to others, understanding different perceptions and learning about responsibilities. Many participants also stated they learnt that they should talk to someone if they have a problem in their lives.

Complex Case Support

Complex Case Support (CCS) is funded through DIAC. The program provides specialised and intensive case management services to humanitarian entrants whose needs extend beyond the scope of settlement services. In 2012/2013 the MIC delivered services to four families under this program.

Family Support - Communities for Children Direct Services

The MIC's family support program is funded through the Department of Families, 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 casework, parenting and children's programs.

In 2012/2013 the program offered support to 56 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 school holiday programs for 142 children. The programs were held at METEC in Bayswater, Bayswater Roller City, Forest Hill Cinema.

Four Cool Kids and Rainbows programs were held for 30 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 feelings. The programs are offered weekly during school terms from 4.00pm to 5.30pm. The children are collected from school and then driven home after the program. Feedback from Parents reported that the children are happy at home and have made friends at school after attending the program.

Family Relationships Services for Humanitarian Entrants

The Family Relationships Services for Humanitarian Entrants (FRSHE) Program is funded through FaHCSIA. The program is offered two days per week. The aim of the program is to improve the wellbeing 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.

In 2012/2013 under the FRSHE Program, 17 individual clients have received counselling/mediation – people attended an average of 4 sessions. Workshops were also held on a range of topics including Family Violence and Healthy Relationships; Respectful Relationships in Australia; and Parenting Teenagers. Seventy (70) people attended these sessions with participants from diverse backgrounds including Hakka Chin, Zomi and other Asian nations.

Feedback from the sessions was very positive – some comments received included:

- *I like Woody's teaching. It makes me think more about myself and wants me to try to understand others more*

- *I like most of the Healthy Relationship program because I now know lots of things that I never knew before*
- *The most valuable thing I learned was perception*
- *Thank you for coming to this place and teach us about perception, changing yourself*
- *I like Healthy Relationships program. I learn a lot and want to learn more*
- *Come and tell us more about healthy relationships again. I really enjoy it. Thanks*

Family Violence Program

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

In 2012/2013, 14 women received counselling through the program and three group programs were held - two with women from Hakha Chin backgrounds and one 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.

Healthy Lifestyles

Eleven (11) healthy and lifestyle workshops/information sessions were held. The sessions covered healthy eating; how to prepare healthy lunch boxes and the importance of exercise. Two of the sessions were held at a local swimming pool. An average of 21 people participated in each session – sessions had between 8 and 36 participants. Sessions were held with the Hakha Chin, Falam Chin, Karen and Mizo communities and with participants of the homework programs and playgroups. Feedback from participants was positive with 100% of participants indicating the information provided strengthened their understanding of healthy eating and cooking.

Comments received included:

- *It was great, would like to have more activities*
- *I think it is very good for everyone and useful for our children*
- *This session is fantastic because it is very useful for our daily life*

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 21 students attended each of the 143 sessions held in 2012/2013. Volunteers assisted MIC staff in each program – an average of five volunteers attended each session. These programs are funded through DIAC's Settlement Grants Program.

Immigration Advice and Application Assistance Program

This financial year the MIC provided 90 immigration advice services, four full immigration application assistance services and one community information session under the IAAAS program. More than 80 people attended the information session. The MIC receives funding for this program from the Department of Immigration and Citizenship through the Immigration Advice and Application Assistance Program.

The majority of people who accessed this service were seeking advice on sponsoring a spouse or other family members to settle in Australia or immigration assistance to stay in Australia. To access this program clients must be on a low income or be experiencing financial hardship and have low English proficiency. This service is in addition to migration advice provided to humanitarian entrants under DIAC's Settlement Grants Program.

Iranian Project

The MIC is working with recently arrived people from Iran to develop and deliver a range of activities to strengthen the health and well being of the community. The community has identified a range of activities that they would like including physical exercise, increased social activities and to gain further information about health and related services in the eastern region of Melbourne. In 2013/2014 the MIC will work with the community to implement activities to meet these needs. This project is funded through the Inner East Melbourne Medicare Local.

Leadership and Multicultural Project

The Leadership and Multicultural Program (LAMP) was implemented in four schools during 2012/2013. The project included 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 2012/2013 applications for funding to School Focused Youth Services in Monash and Whitehorse were successful in delivering the program in Blackburn, Mount Waverley North, Kerrimuir and Essex Heights Primary Schools.

In 2012/2013, 48 peer leaders were trained to run small groups (20 to 35 students) and whole school events. Overall, 1583 children participated in the program. Activities offered included information sessions on Sudanese, Burmese (Karen), 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, writing a play involving a variety of cultural facts and dances then presenting to the whole school, international cooking classes, a multicultural exhibition and cultural presentations to individual classes.

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

Children's comments in the evaluation included:

- *I am now so much more confident to speak to large groups of people, like at assembly*
- *I learnt so much about other cultures and feel more responsible as a leader*
- *I feel we got our goal, we brought cultures together*

Many Stories, One Voice

In 2011 the MIC received funding from the Victorian Women's Trust to run the 'Many Stories, One Voice' Project with young women at Ringwood Secondary College throughout 2012.

The Project worked with 8 Australian-born and refugee students and was integrated into the girl's VCAL (Victorian Certificate of Applied Learning) curriculum. In this way participants were able to count the Project as an essential outcome for their VCAL work.

Over twenty hours of training was provided to the group to develop a workshop for other students and members of the community to promote cross-cultural understanding and empathy. By the completion of the Project, participants had shared this workshop with nearly 250 students and community members and communicated clear and articulate messages pertaining to refugee issues, human rights, empathy, tolerance and diversity.

Australian-born participants shared that they had learnt a lot as they had little or no idea about refugee issues prior to participation and all participants developed ongoing

connections which have continued on beyond the life of the project. The MIC is currently working with a Steering Group to develop Professional Development Training for teachers in eastern region schools using the lessons learnt from the project to continue to promote diverse student voices and participation in schools.

Playgroups

Through DIAC's Settlement Grants Program the MIC facilitated two playgroups each week - one at Croydon and the second in Mooroolbark. In 2012/2013 seventy groups were held with an average of 16 adults and children attending each group. The play groups have activities such as singing as well as general play and guest speakers including maternal and child health nurses, dieticians and dental nurses. Excursions were held with members of the playgroups to local services including toy libraries and the swimming pool as well as to the Children's Garden in the Royal Botanical Gardens and to the Melbourne Museum.



Playgroup excursion to the Royal Botanic Gardens - March 2013

Say No to Crime Youth Holiday Program

The MIC received a small grant from the Department of Justice, Community Safety Fund, to implement two school holiday programs – one in January 2013 held in Croydon over four days and the other in April 2013 where participants were taken away on a three day camp. The program aimed to prevent crime amongst young people from migrant and refugee backgrounds aged 12 to 18 years living in the eastern suburbs of Melbourne.

The program in January had an education focus, where participants were placed into small groups and rotated through a series of workshops facilitated by local community service organisations, each focussing on different topics aimed to prevent crime.

Topics covered included legal education about safe partying, laws in relation to alcohol use and laws in relation to age in Australia, cyber safety and cyber bullying, self esteem and self expression and a consultation about issues impacting on newly arrived young people. These workshops aimed to fill knowledge gaps and provide an opportunity for participants to ask questions in a safe environment, whilst introducing them to a range of local service providers that they can access if required in the future. Education workshops were interchanged with fun activities including a circus skills workshop, games and activities run by Victoria Police and a pool party, facilitated by EV's Youth Centre.

One hundred per cent of participants who attended the January program stated they had fun at the program and that they learnt something new. The things participants learnt were: how to stay safe, Australian laws, about alcohol, self determination and team work and how old I have to be to do some things. Participants also stated that they learnt about new community and youth services in their local area where they could go for help.

The program in April was held at Lord Somers Camp and focussed on building self-esteem and resilience, providing practical tools for young people to use when they find themselves having difficulties in their everyday lives. It was envisaged that by building life skills of young people in their early high school years, they would have confidence to tackle issues as they impact upon their lives instead of engaging in risk taking or anti-social behaviours that could lead to them becoming involved in crime.

Workshops for girls were facilitated by MIC youth workers and 'The Workshop' and covered topics including: positive communication skills and being assertive, gender roles across cultures and how girls can ensure their rights in relationships and families are not compromised, the importance of positive friendships and relationships, intergenerational

conflict and where to go for help. Workshops for boys were facilitated by the MIC youth workers and Youth Connections Outer East, and focussed on goal setting, decision making, responsibilities of being a young man in Australia, the rights of women in relationships, how to respond to aggression and conflict without violence and intergenerational conflict.

A workshop was facilitated by the 'Fresh Youth Theatre' for boys and girls together. This workshop introduced theatre style games and activities including role plays to practice using the skills attained in real life situations.

Theatre activities focussed on cross cultural differences between Australia and participants' countries of origin, relationships with friends and family, cyber safety and bullying and how to use assertive communication. The workshop similarly aimed to build self-esteem in a safe environment for young people. A second workshop for boys and girls together focussed on safe use of the internet, cyber safety and cyber bullying.

Twenty-six (26) young people attended the camp. Participants reported that the workshops taught them about: building self-confidence, how to deal with difficult situations, team work, being a woman in Australia, what to do if you get in trouble, thinking about the future, making choices and thinking about consequences, everyone makes different choices in their lives, girls and boys should be equal, things about dating and how old you have to be to do different things in Australia.



*Participants at the Lord Somers Camp -
April 2013*

Participants stated they enjoyed the camp because they got to spend time with friends away from their families, made new friends and got to participate in games, activities and workshops. When asked what they would do differently in their lives as a result of participating in the camp, participants responded that they would change the way they use the internet and Facebook, not tell strangers personal information, change the way they treat their friends, interact with family members and make wiser decisions based on thinking through outcomes.

Refugee Action Program

The Refugee Action Program (RAP) funded by the Office of Multicultural Affairs and Citizenship (OMAC) is designed to work in partnership with refugee communities to achieve sustainable settlement outcomes and assist committee members to successfully manage their associations and better meet the needs of their members. In 2012/2013, RAP supported the Karen, Falam Chin, Hakha Chin and Zomi communities.

Support provided to the Zomi community included establishing the Zomi community language school at the Victorian School of Languages Croydon campus which commenced in October 2012, women's sewing classes and a swimming program in partnership with Life Saving Victoria. Approximately 15 children attend the language classes each week during school terms and 30 women attend the sewing classes which are held twice weekly at the Central Ringwood Community Centre.

Other activities supported by RAP with the Zomi community were a parenting program facilitated by UnitingCare Connections Croydon office, a Safety Forum presented by Eastern Legal Aid and Victoria Police and a session on "How to Vote" presented by the Australian Electoral Commission. The employment information sessions focussed on the panel beating industry and recognition of previous work experience presented by VetAssess.

A consultation took place with the Falam Chin community in July and resulted in various programs being offered to the community including a driving and swimming program; approximately 20 people participated in each program. OMAC did a presentation about democracy and the MIC followed this with a series of sessions about Australian culture and citizenship. Support was provided to the committee of the association with a leadership program presented in partnership with DIAC's Settlement Grants Program. The training included information about the model rules and the committee member's responsibilities for running an



Trip to the snow – July 2012

Incorporated Association as well as discussion about team and conflict management. A Safety Forum was presented by Eastern Legal Aid and Victoria Police and the Australian Electoral Commission presented a workshop on the Australian voting system.

The Karen community had requested programs for the youth and funding was provided through RAP and Central Ringwood Community Centre for leadership training, an art day and two excursions to the snow on Lake Mountain and to Sovereign Hill. The women's group received funding from Women's Health East and Maroondah Council for sewing classes. The MIC supported the committee with a workshop about their Constitution and the recent changes in the Incorporations Act. The Australian Electoral Commission presented a workshop on how to vote and MIC supported community members who struggled to pass the Hazard Perception Test with a workshop and practice session.

Support for the Hakha Chin community focused on driving and employment. Twenty-one (21) members of the community participated in a driving program. The employment programs consisted of an information session about work rights which was presented by the FairWork Ombudsman and employment information sessions about cleaning, farm work (including a visit to 3 farms), being a contractor and becoming a Family Day Care provider. The Australian Electoral Commission presented a workshop on how to vote to prepare people for the upcoming Federal election.

VicRoads - Road Safety for Newly Arrived Refugees and Migrants

In 2012/2013, as part of the VicRoads Community Road Safety Partnership program, the MIC delivered four programs of the Road Safety Driver Education Programs, eighteen sessions of the drink driving prevention program "Looking After Our Mates" (LAOM), four Wiser Walker programs to increase the safety of older pedestrians from CALD backgrounds, one TAC Community Mobility Program for older drivers to better understand how ageing impacts on their driving skills and to plan how they can maintain their mobility as they age, and four Bike Education programs for children and youth.

The Road Safety Driver Education Programs consisted of six by two-hourly sessions delivered in partnership with Victoria Police utilising "Community Car Connections" and "Getting on the Road – a guide for new migrants" resources. A total of 87 people completed the program from the Hakha Chin, Falam Chin, Iranian, Afghani, Iraqi and Mizo communities.

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

Forty-one (41) people over 21 years who completed the Road Safety Driver Education Program were provided driving practice sessions utilising the MIC's car as part of the Community Safety Driving Program for Refugees.

In 2012/2013, twenty-seven (27) participants successfully passed their driving test as they had a better understanding of road rules and road safety as well as access to driving practice on the road to increase their driving skills through the Community Safety Driving Program for Refugees. The success of the programs has been communicated by participants to other members of their community and for 2013/2014, there are more than 200 people on the waiting list.

Ten bilingual members of Burmese ethnic groups representing four dialects – Hakha Chin, Falam Chin, Zomi/Tedim and Karen - were trained by VicRoads as LAOM presenters in December 2012. Of the ten who received the training eight people delivered eighteen sessions to members of their respective communities in their language.

Feedback from participants who attended the sessions indicated a high level of satisfaction with the program overall as a way of learning about the dangers of drink driving. An average of 10 people attended each session. The work undertaken in 2012/2013 will be documented in an evaluation report by VicRoads so that the program can be implemented in other regions across Victoria.

The Wiser Walker presentation was delivered to Chinese, Vietnamese and Lao seniors groups. Approximately 100 people attended the sessions and feedback was positive with people indicating that they had learnt more about pedestrian safety, in particular, how to be safe when walking after dark.

The MIC facilitated a presentation of the TAC Community Mobility Program with the Monash Chinese Seniors group and 25 people attended. Feedback was positive with some participants requesting a second session on road rules to refresh their knowledge.

The MIC now has four trained youth workers who have completed the bike education train the trainer program. Two Bike Education sessions were held over two school holiday programs in 2012/2013 for 70 children and youth aged from 7 years to 17 years. The sessions are held at METEC and include a BBQ lunch.

The road safety and driving programs increased participants' awareness of road safety and enabled the MIC to deliver key road safety messages to newly arrived refugees and older migrants with low English language proficiency.

MIC Community Safety Driving Program for Refugees

The MIC was gifted a car from AMES to provide driving practice to adults over 21 years of age who completed the MIC Driving Education program and attended the practice driving session at METEC. In 2012/2013, 22 volunteer driving mentors received training through the RACV and were linked to individuals who had no access to friends or relatives who could assist them to practice their driving skills. A total of more than 500 sessions were provided.

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.



Bead making workshop with youth connections clients - April 2013

The program supports young people who are at risk of disengaging, or recently disengaged from education. The MIC's Youth Connections case manager works with 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 re-engage with training or employment.

The Youth Connections case manager offers direct support to students at Wellington Secondary College, Mt Waverley Secondary College, and Ashwood Secondary College. The students are commonly referred by the welfare team at the secondary colleges and Youth Connections supports these students to identify and implement strategies that will assist them to remain engaged in education and training or to successfully pathway into an alternative form of education.

In 2012/2013 the program supported 68 young people to re-engage with mainstream school, access community education programs and explore work experience opportunities through an excursion to the RSPCA's animal shelter. Clients were assisted to complete a range of community based self-development courses, such as KYM's Girlfriend program and the Refresh program at the Avenue Neighbourhood House. Youth Connections also assisted young people to enrol in VCE or VCAL programs at TAFE, Certificates in Children's Services and Health Services Assistance, as well as to access employment programs helping them to achieve positions in the automotive industry and factory work.

Thirteen (13) 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 submitting Centrelink forms; running study skills sessions; 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 2012, Youth Connections assisted two young refugees to complete Year 12 and then supported them to enter full time study at TAFE. In addition, three young refugees were referred to English classes as part of the governments 510 free hours' scheme and another refugee young person engaged in the Hand Brake Turn course gaining him a Certificate II in Automotive Technology.

'Window to My World' Drama Project

In 2012 the MIC received funding from DIAC through the Department's Diversity and Social Cohesion program to work in three Maroondah schools with Australian-born and culturally and linguistically diverse (CALD) students to develop three short performances, looking at a different aspect of inclusion, diversity and difference.

The project ran at Eastwood Primary School with CALD and hearing impaired students and at both the junior and senior campuses of Melba College with English as Additional Language (EAL) classes. Fresh Youth Theatre partnered with the MIC and provided drama workshops which trained the students in basic acting and public speaking techniques, as well as working to develop themes for three original drama pieces.

Students at Eastwood Primary School explored feelings of being 'stared at' by others in the community when they used sign language or spoke in their own language. Melba College Year 9 students developed a 'Suitcases' play which looked at the journey from their countries of origin to becoming students in Australian schools and Melba Senior College students used the idea of 'Stereotypes' to create a humorous 'documentary-style' play which

looked at how stereotypes are formed, the effects they have on people and ways to get to know people beyond their cultural or language background.

A community performance was hosted by Melba College in May and was well attended by the friends, families, teachers and peers of the student performers, as well as staff from a range of local agencies. Further performances and workshops were run for primary school students and school staff using the plays and other interactive activities to get students talking about the themes of the plays.

In total around 290 people attended performances and workshops and students stated they felt their participation in the plays had increased their confidence in speaking English in front of others, sharing their culture and backgrounds and working with younger students.

Work Health Grants

In 2012, the MIC received the Work Place Health Promotion grant from WorkSafe. Staff were invited to list their preferences from a list of fitness and activity opportunities, including gym passes and fruit and vegetable boxes.

Staff were given the opportunity to provide input about what they would like to do with the grant, and feedback was invited to evaluate each activity. Of the 34 staff invited to participate, 33 staff participated in the program.

The activities implemented included two tai chi classes; one personal fitness class; one Zumba class; 129 gym visits and 12 fruit box deliveries. The activities were held at the MIC and Whitehorse Fitness Centre.

Feedback was generally positive, with 16 participants reporting a positive impact on their health and 13 participants reporting that they are doing more exercise as a result of the program.

At the conclusion of the program, the MIC drafted a Health and Wellbeing policy to ensure that staff are encouraged to integrate healthy activities into their daily routines. The policy includes future initiatives that will be promoted for the ongoing health and wellbeing of the MIC staff and its volunteers.

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, Melba Secondary College and Blackburn English Language School (Croydon Campus).

The youth program provides a range of recreation, education and social/personal development programs that are funded by DIAC's Settlement Grants Program.

In 2012/2013 programs included:

'Healthy Living; Hip Hop and Zumba' program which was held at EV's Youth Centre in Croydon. Each week young people learnt about a different aspect of healthy living, such as healthy eating, managing stress, and the importance of exercise. Young people would either join in a Hip Hop or Zumba dance class at the end of each session.



Participants in the Healthy Living Program – September 2012

'Sisters' Young Women's program was run in conjunction with Eastern Access Community Health (EACH) and aimed to develop the confidence and self esteem of participants. Activities supported young women to make sense of different cultural, community and family expectations, develop assertive communication and problem solving skills, and better understand their feelings and emotions.

The 'Amazing Race' involved 29 participants who were divided into teams and given a list of places to visit in and around the Melbourne CBD. This included the MCG, State Library, Melbourne Central, Federation Square and RMIT University. Participants gained bonus points by discovering different landmarks, statues and art work along their way.

The 'Martial Arts Therapy' Young Men's Program was run in partnership with EMR Options. Eight young people participated in the program which focused on improving anger management, leadership and decision-making skills.

The 'Driver Education' program was held in partnership with Mission Australia to assist young people to obtain their learner's permits. A teacher/instructor provided 4 days of study and on the fifth day young people undertook the L's test. Five (5) young people passed the test and obtained their learner's permits.

The 'Education Pathways' information session was held with 12 young people exploring various education alternatives and pathways, including differences between Victorian Certificate of Education (VCE), Victorian Certificate of Applied Learning (VCAL) and Apprenticeships and Traineeships. Information and assistance on enrolment processes and fees was also available.

The 'Employment' program was held at the MIC in Box Hill and aimed to increase participant's knowledge about securing part-time employment in Australia. Two information sessions and two workshops were held focusing on resume writing, interview skills and job applications. In addition, participants had the opportunity to visit a workplace (Coles, Ringwood) and ask questions to the manager about procedures in an actual work place.



Beach excursion - January 2013

The 'Year 10 to 12 Study Skills' program was a two day program held in January 2013. Participants were taught practical study and organisational skills including goal setting and why this is important, the importance of planning, time management and how to make 'to do' lists, essay writing, exam preparation, stress management and the importance of healthy bodies, healthy minds. Guest speakers included young people that had recently undertaken Year 12 who spoke about their experience and an MIC staff member who spoke about the importance of healthy eating and



School holiday program - April 2013

exercise. The program finished with a Zumba session which emphasised the importance of exercise.

Two swimming programs were held in partnership with Life Saving Victoria and the Croydon Leisure and Aquatic Centre. Young people were given weekly swimming lessons that developed their swimming skills, as well as invaluable water safety instructions. Two excursions to Edithvale Beach took place in January which further developed participant's water safety knowledge.

The 'Indoor soccer competition' was attended by over 50 young people and held at Ringwood Action Indoor Sports Centre. The soccer competition gave young people an opportunity to develop their understanding of mainstream sporting competitions as well as a chance to relax and have some fun with their friends.

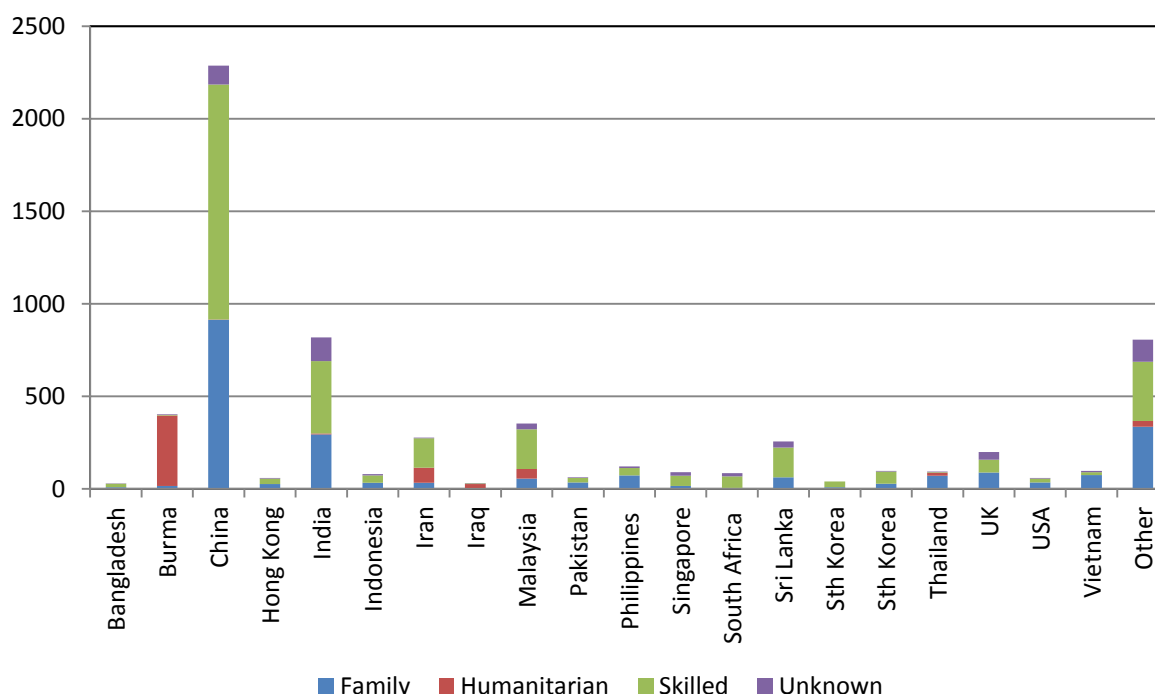
The 'School Holiday Program' included two three-day school holiday programs that were held in January and April with an average of 30 participants attending each program.

The school holiday programs included workshops designed to increase the knowledge and understanding of participants with issues around the legal system in Australia, role of Police, sexual health, internet safety, personal safety, anger management and the impact of drug and alcohol use.

Community Projects

People settling in the Eastern Region in 2012/2013 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 2013 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Region by Migration Stream and Country of Birth July 2012 - June 2013



Source: DIAC Settlement Database July 2013

As Figure 3 shows, the largest number of people settling in the region were born in China (2262) followed by India (769). The largest number 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 2170 humanitarian entrants.

Community Forums

In 2012/13 the MIC held a number of information sessions for people from CALD backgrounds. These forums are funded through the DIAC's Settlement Grants Program. Example of forums held are detailed below:

Business Enterprise

The MIC held a seven week program on starting a small business. The program was delivered in partnership with the Rotary Club of Mont Albert and Surrey Hills with guest speakers from local government, TAFE, financial institutions and businesses. Subjects covered by the program included marketing, costing, pricing, licensing, taxes and start up costs. Special emphasis was placed on participants becoming familiar with business terminology and the need to develop a comprehensive business plan.

Feedback from participants was excellent with all participants identifying the program as relevant to their needs. Participants included people from Zomi, Falam, Zo, Burmese, Iraqi, Afghan, Sudanese and Chinese backgrounds.

African Communities

Seven information sessions were held with people from African communities in 2012/2013 – an average of 15 people attended each session. Session topics included applying for public housing, budgeting, accessing dental services and accessing after hours medical services.

Chinese Communities

Forty-eight information sessions were held with people from Chinese speaking communities with an average of 24 people attending each session. Topics included consumer rights, housing options, Centrelink services and after hours medical services.

Hakha Chin Community

Fifteen sessions were held with people from the Hakha Chin community in 2012/2013. Three hundred and seven (307) people attended the sessions. Topics covered in the sessions included Centrelink payments, Australian culture, and in partnership with Berry Street, a five week program on family budgeting and financial literacy.

Falam Chin Community

Fifteen sessions were held with people from the Falam community – 225 people attended the sessions. Information sessions covered a range of topics including safe swimming, home maintenance and the rights and responsibilities of landlords and tenants.

Karen Community

Seventeen information sessions were delivered to people from the Karen community with an average of 14 people attending each session. Topics covered in the sessions included financial literacy, using MYKI cards, superannuation and first aid.

Zomi Community

Seventeen sessions were held with the Zomi community – an average of 20 people attended each session. Topics covered in the sessions included computer literacy, financial literacy, Government and Law in Australia and using MYKI.

Excursions

The MIC held 10 excursions for refugee communities in 2012/2013. 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 Royal Botanical Gardens and

Edithvale Beach. 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.

Comments received included:

- *Thank you MIC for organising the excursion to MCG*
- *This excursion gives me confidence in travelling to a public place*
- *My mind is free when I know that I am part of this big crowd*
- *I can now take my family to MCG using public transport and buy our own tickets for the games. I thought that the ticket would usually cost hundreds of dollars.*

Multicultural Cup

The MIC hosted a multicultural soccer tournament over two days in March 2013. The two days included a soccer tournament played between the Falam, Hakha Chin, Karen, Matupi, Sudanese and Zomi communities, as well as 'Come and Try' sessions for children and young people, Zumba dancing and a BBQ. Over 200 people participated over the two days. The Eastern Union team won the soccer tournament.



Multicultural sports day – March 2013

Support to Refugee Community Associations

Through the Department of Immigration and Citizenship Settlement Grants Program the MIC provided support to refugee community associations. In 2012/2013, the MIC held regular meetings with representatives of refugee community associations, including those from the Hakha Chin, Falam Chin, Mizo, 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 2012/2013 issues discussed at meetings included hiring sporting facilities and linking with local sporting clubs for friendly matches, information about Maroondah City Council and how the communities could participate in council events, fishing regulations and fire safety in the bush and sources of funding for community events.

Leadership training was provided to the Zomi and Falam Chin communities – the programs covered planning meetings, developing and implementing practical programs that assist community members, and the legal responsibilities of committee members. At the end of the program the communities planned an event/program. The Zomi group established a sewing program for women and the Falam community organised a Child Restraints Clinic – at the clinic the 12 child seats tested all required adjustments to ensure the safety of the child.

Assistance was provided to six community associations to apply for 27 funding opportunities and to complete evaluation reports of funded programs obtained in previous years.

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 2012/2013 programs included:

Supporting CALD Communities Project

The project receives funding from the Australian Department of Health and Ageing through the Aged Care Service Improvement and Healthy Ageing Grants. The aim of the project is

to increase awareness and understanding of aged care and carer support services by people from CALD backgrounds in the Eastern Region. The objectives are being achieved through providing aged care information to CALD communities, fostering relationship between communities and aged care service providers and building the capacity of mainstream aged care workers to provide more culturally responsive services to people from CALD backgrounds.

The work of the project in 2012/13 included:

Information Sessions

Eleven 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 from Chinese, Indian, Korean, Lao, Maltese and Vietnamese backgrounds.

Each information session was delivered in venues and on days where clubs regularly meet making it more convenient for members to attend. A total of 385 community members attended the eleven sessions. The information sessions were delivered in partnership with aged care and carer support organisations such as Alzheimer's Australia Vic, Australian Hearing, Better Hearing, Carers Victoria, Centrelink, Commonwealth Respite and Carelink Centre and MIC's Access and Support Program.



Information session at Monash Korean Senior Citizens Club - November 2012

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 that they would share this information with their family and friends.

After delivering information sessions, MIC and/or aged care service providers set up information desks at the senior citizens group meetings for individuals who wanted further information about services and how to access them.

Service Expo

A service expo was held in November 2012 at the Tamil Senior Citizens Fellowship Victoria to raise awareness and understanding of aged care and carer support services. Over 110 people from the Sri Lankan community participated in the expo. Fifteen service providers including aged care services, carer support, dementia care, palliative care, community health services and local Council's aged and disability services participated and provided information on their services to the community.

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 community participants. Many people commented the best thing about the expo was having so many services presenting on one day and in one place. Some people suggested the expo should be held as a regular event for the community.

When asked what the best thing of the expo was, some comments included:

- *Well represented by all participants*
- *Services for hearing aid, home care and support services*



Stretching exercise at the service Expo – Sri Lankan community November 2012

- *The presence of so many organisations caring for the aged in one place*
- *So many volunteers explained their respective services and care of senior citizens*
- *All the information is very useful*
- *Get to know the support services available for the elderly*

Feedback received from participating organisations indicated that the expo was productive and a good way to present their services to the community, in particular workers found the round table presentations very useful. Some comments included:

- *The table presentations were useful in getting the information around.*
- *Thank you for the privilege of working with this lovely group. Thanks well done!*
- *Fantastic event, well organised, highlights the importance and need to care for our aged in the community including our CALD community. Thank you.*
- *It was a well-organised expo which was worthwhile for our organisation to attend*

‘Tastes to Remember’ Forum

The ‘Tastes to Remember’ forum was held in June 2013 in partnership with Uniting Care Community Options, Commonwealth Respite and Carelink Centre and Alzheimer’s Australia Vic. Eighty-six community members from the Chinese, Egyptian Coptic, Laotian, Iranian, Russian and Vietnamese communities participated in the forum.

The forum included presentations by Alzheimer’s Australia Vic and Commonwealth Respite and Carelink Centre raising awareness of dementia and support services for people living with dementia and their families. Round table discussions were facilitated about memory change as people age and strategies to minimise the risk of having dementia.



Table discussions at Tastes to Remember Forum - June 2013

Feedback received was very positive. Participants indicated that they have obtained more knowledge of dementia and support services available to them. Participants felt that it was a good way of learning about memory loss and discuss how food brings back memories. It was also commented that the forum provided a good opportunity for different CALD groups to talk to each other and share their understanding of dementia.

Service Tours

Two 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 33 older people from the Chinese 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 residential care including the type of rooms, the environment of the facilities, the programs for residents and the costs to enter residential care.



Members from Chinese community celebrated Chinese New Year with residents at Wahroonga Aged Care - February 2013

Cultural Celebration Days

Two cultural celebration days were held within aged care facilities to celebrate cultural

festivals between community members and residents. Each celebration included an introduction to a specific culture by members of the group and traditional music, songs, dancing, clothing and food were used to celebrate the day. The celebration helped establish relationships and enhance mutual understanding between CALD communities and aged care services. A total of 50 members from CALD communities participated in the cultural celebration days.

Cultural Briefings

Cultural briefings were developed for aged care workers to increase cultural awareness and assist in providing culturally appropriate care to CALD communities. Four cultural briefing sessions were delivered to workers from aged care services in the Eastern Region. Topics included understanding people from Vietnamese, Malaysian, Indonesian, Hindu and Buddhist backgrounds. Specific cultural information, barriers for ageing CALD communities to access services, perceptions about caring and information about death and dying were provided. A total of 57 people attended the sessions with an average of 14 participants at each session.

Good Practice Forum

The 'Working with people from CALD backgrounds in aged care' good practice forum was held in May 2013. Fifty workers from aged care and carer support service organisations participated. The Good Practice Forum presented a valuable opportunity for the aged care and carer support service providers to learn from each other and share information. Six organisations including Baptcare, Care Connect, Manningham Centre Cassia House Day Respite Program, MIC's Access and Support program, Villa Maria and Wesley Mission Victoria St Marks Adult Day Centre presented their organisation's work in supporting older people from CALD backgrounds. Good practice examples and resources were showcased. Case studies were used during round table discussions following the presentations. Participants worked in small groups to identify barriers faced by people from CALD backgrounds, share ideas and experiences and explore strategies to best support their clients.



Good Practice Forum - Presentation by Baptcare - May 2013

Feedback received from participants indicated that the forum was informative and would assist them with their work with people from CALD communities. Comments included:

- *Excellent forum. Outstanding presentations. Great venue and catering.*
- *Very interesting and uplifting program. Now aware of much broader support systems.*
- *A wonderful day, networking, giving reassurance about what we are providing for our residents. Reinforcement about our work in lifestyle.*
- *Enjoyed meeting providers and community members for future reference and hearing about their collective experiences.*
- *Now have a better understanding of what culturally specific PAGs are up and running and of how other services meet the needs of CALD participants.*
- *Take on board what I learned today and try to implement what I learned in my everyday job and also in my personal life as well.*
- *Consider with respect the cultural background of the families and carers I encounter. Be much more aware.*



The 'Information about carer support service' booklet in Persian

When asked to reflect on the best aspects of the forum and what participants hoped to take away, comments included:

- *Best feature was learning about the practical and different approaches being actually used. Learning about mixed PAG group. It was also good to hear from mainstream providers.*
- *Handout/materials/resources to share with colleagues.*
- *Handouts were excellent. Facilitator and presentations were excellent. Case studies were also very informative and identified to me that you have to look at the big picture in dealing with carers and families.*
- *Presentations – received lots of knowledge re services and CALD engagement strategies. Case studies/group work.*
- *Handouts well coordinated and will be useful in the future. The presentation style was very relaxed and very interesting.*
- *Great opportunity to network*

Resource for CALD Carers

The 'Information about carer support services' booklet was translated into five more languages in 2012/13 – Greek, Hindi, Italian, Punjabi and Sinhalese. This adds to the existing sixteen languages: Arabic, Bosnian, Chinese (Traditional), Croatian, Hungarian, Karen, Korean, Laotian, Macedonian, Maltese, Persian, Polish, Russian, Serbian, Tamil and Vietnamese. 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.

Outer East Wellbeing Project

The Outer East Wellbeing Project was funded by the Department of Human Services and aimed to raise awareness about and promote the benefits of emotional, social and physical wellbeing for older people from culturally and linguistically diverse (CALD) backgrounds living in the Outer Eastern area of Melbourne. Project activities were held in three LGA's: Knox, Maroondah and Yarra Ranges.

There are few CALD seniors groups in the Yarra Ranges. In this area the project focused on Italian seniors and worked with the Wandin Italian Senior Citizens. This group has 10 seniors with higher needs who are supported by the council with a PAG coordinator. The project held several presentations with the group: one about arthritis from Arthritis Victoria, one about healthy eating from Inspiro (community health provider) and one about dementia by Alzheimer's Victoria. In addition, three chair-based exercise classes led by a physiotherapist from Inspiro were held with group members.

For the Maroondah Greek Seniors, EACH Community Health Services presented four chair-based exercises which were attended by 13 women. Arthritis Victoria presented an information session about arthritis which was attended by approximately 30 people.

In Knox the project worked with three groups: Italian Seniors, Hungarian Seniors and Palesviakienosis Seniors Group (Greek). Knox Community Health Service presented two sets of chair-based exercise classes: five classes to the Knox Italian Seniors which were attended by 12 people and four classes to the Hungarian Seniors which were attended by 14 people. The Palesviakienosis Seniors Group had a presentation by Diabetes Australia on healthy eating which was attended by approximately 20 people.

All classes and information sessions were presented with the assistance of an interpreter. In addition, all groups were given information leaflets in their language (except Hungarian

which was not available) on topics such as diabetes, dementia, heart diseases, arthritis, depression and grief and loss.

Thirteen representatives of the CALD senior citizens clubs in the Knox Council area also attended a tour of service providers in Knox. Places visited included U3A Boronia, Knox Community Health Service, Coonara Community House, Boronia Library, Knox Infolink, Eastern Community Legal service, and Knox Leisureworks. The feedback was very positive with comments such as: *“The tour was great and I can share the details I have got with my friends”* and *“Very informative. I didn’t know these places were so nearby”*.

Access and Support Program

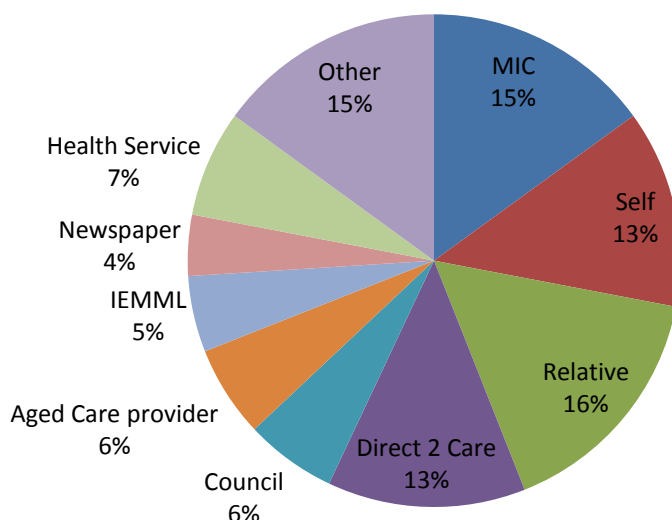
In 2012/13 the Home and Community Care (HACC) funding received by MIC from the Department of Health transitioned from the previous Multicultural Equity and Access Program (MEAP) to Access & Support (A & S). The work moved away from systemic support such as training, cultural planning and development of resources to individual client services.

The A & S Program assists people who are eligible for HACC services to access HACC and other services they need to stay living independently in the community. The program provides short term, individual support and targets people who may find it difficult to access those services themselves due to their diversity. Diversity could include cultural and linguistic diversity, financial disadvantage and at risk of homelessness, dementia and Aboriginal and Torres Strait Islander. The MIC A & S program is one of approximately 50 being set up across Victoria and one of 7 in the Eastern Metropolitan Region (EMR). The MIC’s A & S program is not limited to individuals from CALD backgrounds. Outlined below is information about the program in 2012/2013.

Referrals and clients

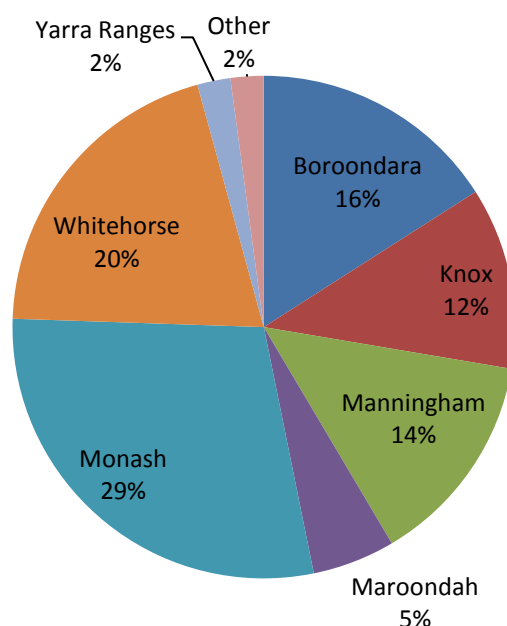
The A & S Program started receiving referrals in August 2012. In 2012/13 we received a total of 100 referrals and assisted 94 clients. Referrals came from a range of sources. The largest number of referrals came from relatives (16%) and the second largest came from other MIC programs (15%).

Source of Referral



Clients resided across the EMR with the largest number living in the Monash local government area and the second largest in the Whitehorse area.

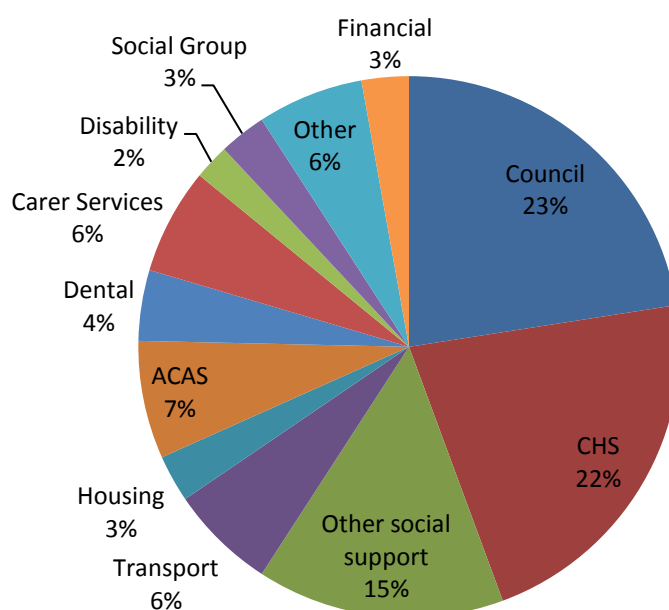
Local Government Areas of Clients



Outgoing referrals and services accessed

A total of 144 referrals were made on behalf of A & S clients in 2012/13. This included 32 referrals to Council services and 31 to Community Health Services (CHS).

Outgoing Referrals



With the assistance of the A & S program:

- Sixteen clients started receiving Council HACC services such as home care, personal care, respite, meals on wheels, social support and transport services.
- Twelve clients started receiving allied health services such as physiotherapy, occupational therapy, podiatry or dietetics. A simple referral to occupational therapy has made a real difference to the life of a client. An elderly client over the age of 90 previously walked slowly around the home and did not have the confidence to travel outside unattended. A walker was recommended to the client after an assessment

by an occupational therapist and through using the walker the client feels confident to walk up and down the street every day.

- Six clients started accessing other HACC social support services such as a Planning Activity Group (PAG).
- Five clients started receiving Department of Human Services Target Group Assessment, or other disability support services.
- Five clients received an Aged Care Assessment Services (ACAS) assessment.
- Four clients started accessing other social support groups such as senior citizens groups and woman's groups.
- Three clients started to access other HACC services such as home maintenance, spring cleaning, etc.
- Two clients were assisted to link to appropriate housing support services. A client who had been at risk of homeless was referred to a housing support service and obtained secure accommodation, and the A & S worker also linked the client to other HACC services such as allied health and a PAG to address the health and social isolation issues.
- Two clients started receiving financial support - able to assist a stressed carer in easing the burden by dealing with some of the administrative tasks which can be time consuming and overwhelming in applying for carer allowance.
- Four clients started receiving other services such as mental health support, dental and nursing services.

Feedback about services

Comments on the service received in 2012/2013 included:

- *[The worker] provided a lot of help including providing information on services, liaising with services, following up with other service providers, home visit.*
- *[The worker] referred my mum to Council's personal care service, OT assessment, and transport service for medical appointments.*
- *I came to visit [the worker] at her office - she helped me. I was at the point of a breakdown, my family were looking down on me and treating me badly - [the worker] helped me. I had tried for 2 years to apply for housing, however I was unsuccessful. [The worker] made contact with [housing support service] and worked together with the case worker to help me find somewhere to live. [The worker] also suggested that I attend exercise classes and helped me to access them. I was very, very happy with the help that the worker provided.*
- *I am very satisfied. As a new migrant, I wouldn't be able to achieve what we have done without the worker's help.*
- *I am very satisfied. The worker is very nice and has tried her best and very hard to assist older people.*
- *I feel more confident now contacting other places knowing that I can ask for interpreters.*
- *Yes. I feel that I can now contact services, however if I have any problems I will call the Access team at MIC.*
- *Yes, although I don't have many friends here, I will definitely tell people e.g. people from my church about MIC's services.*

Links with service providers

In providing A & S to clients, workers have established links with approximately 44 service providers including local government and community health services, the Royal District Nursing Service, Aged Care Assessment Services, Salvation Army Eastcare, Department of Human Services Disability Intake and Response Service, and a range of planned activity groups.

Communication and promotion activities

As A & S is a new type of service for HACC and the MIC, considerable effort was made to promote the program to both community members and service providers in the EMR. A service brochure for potential clients was developed and translated into 4 languages - Greek, Italian, Vietnamese and Traditional Chinese. In addition an information sheet for workers was developed to provide more details about how the program operates and how to make referrals. A HACC Bingo Game was also developed to help with promotion about HACC services to community members.

Initial promotional activities focussed on sending letters to HACC funded agencies and community groups in the EMR to advise them of the change in our funding and about the new A & S program to be offered. Other promotional activities included:

- Presentations about HACC and A & S to over 600 individuals from 19 seniors groups or networks in the EMR
- Article in the Leader Newspapers in the EMR
- Promotion through Inner East Primary Care Partnership and Inner East Melbourne Medicare Local websites
- Attendance and displays at five expos targeted at seniors
- Promotion on SBS Cantonese Radio Program
- Twenty-nine (29) presentations to over 420 workers and volunteers through networks and team meetings including Office of Housing in Ringwood and Box Hill, Alzheimers Australia Victoria Help Line volunteers, Aged and Disability networks, ACAS in the inner and outer east, Refugee Health Network, National Respite for Carers Program providers, social workers at Maroondah and Angliss Hospitals and Direct 2 Care

Meetings and networks attended

To ensure ongoing promotion of the A & S Program, maintaining links with current service providers and increasing knowledge of new services and changes to existing services, A & S workers regularly attended approximately 20 network meetings across the EMR and state wide. These included the HACC/ASM General Alliance meetings, ECCV Peer Support Network for A & S, Eastern Elder Abuse Network, Inner East PCP Service Coordination Advisory Group, Boroondara Aged Services Providers Association and the Manningham HACC Service Providers Network. In addition, A & S workers attend consultations and forums about service developments such as the Department of Health and Ageing Consultation for HACC (Group 2) Providers and the Community Participation Forum at Knox Community Health Service.

Enquiries and Secondary consultations

Part of the A & S role is to respond to general enquiries about aged care and to assist other service providers with information and advice about working with a particular community group or individual to provide the best possible service, for example, how to provide culturally appropriate services to people from CALD backgrounds.

- MIC's A & S program provided information as requested by other service providers on how they can provide appropriate service responses to clients from diverse backgrounds on 18 occasions.
- Agencies requesting information included: Aged Care Assessment Services (ACAS), AMES (Adult Migrant Education Service), Carer Support Services, Community Health Services (CHS), community housing services, Direct 2 Care, hospital social workers, hostels, local Councils, other A & S program workers, planned activity groups (PAG) volunteer resource centres, and Wesley Do Care.
- Type of information requested included the availability of ethno-specific social support groups/PAGs for people from Arabic, Chinese, Indonesian, Lao and Vietnamese backgrounds; services available for people in financial hardship; transport services for clients from Iranian backgrounds; how to use interpreter

services; how to increase numbers of participants from CALD backgrounds; how to provide culturally appropriate services to people from CALD backgrounds; and how to work with clients from French and Vietnamese backgrounds.

- A & S workers responded to 76 enquiries in 2012/13. Most enquires were from older individuals or relatives of older people looking for specific types of services to assist them. For example, a volunteer rang on behalf of an Iranian couple to find ethno-specific groups and transport options; provided ACAS telephone number to person asking for assessment for residential care and provided intake phone number for EACH physiotherapy services.

Eastern Metropolitan Region Home and Community Care Training

The MIC was funded through the Department of Health to coordinate the EMR Home and Community Care (HACC) Training Program for 2012/2013. The HACC training program is designed to provide professional development training to staff of HACC funded agencies in the Eastern Metropolitan Region.

Through the project 47 training programs were delivered to 869 people between July 2012 and June 2013. Topics covered included Apply First Aid, Perform CPR, Aggression Management in Dementia, Reflective Practice, Professional Boundary Setting, Better Questions are The Answer, Data Quality & Access and FAC, Provide Support to Meet Personal Care Needs, Case Notes & Record Keeping, Difficult Performance Conversations, Indigenous Awareness for HACC, Mental Health First Aid, BWA Client Focussed Partnering Model, Providing Emotional First Aid, Elder Abuse Prevention, Effective Communication, Supervision, Effective Evaluation, Provide Nutritional Support for HACC Clients, Diabetes & Epilepsy, Cultural Awareness, Person Centred Communication, Creative Arts In Practice for PAG, Dementia, Planning & Facilitating Effective PAG Programs, Goal Directed Care Planning, Consumer Consultation, Supporting Goal Directed Care Planning in your Agency, Supporting Volunteers to take an Active Service Approach and Providing Person Centred Services.

From July 2013 the HACC training will be organised through Chisholm's Victorian HACC Education and Training Service.

Home and Community Care Diversity Advisor

The Migrant Information Centre is the auspicing organisation for the Home & Community Care (HACC) Diversity Advisor (HDA) role. The position commenced in October 2012, co-located at the MIC and Department of Health (Eastern Metro Region) and has since been reviewed to be located full time at the Department of Health. The HDA supports HACC funded organisations in the Eastern Metro Region (EMR) to be more accessible to diverse HACC-eligible residents and their carers, including people who are Aboriginal & Torres Strait Islander; culturally and linguistically diverse; financially disadvantaged/at risk of homelessness; gay, lesbian, bisexual, transgender, intersex; and/or experiencing dementia. It does this primarily through dissemination of relevant information and data and organisation of professional development sessions.

Projects undertaken in the first nine months include:

Development of Local Area Diversity Plans

HACC Service Provider agencies' individual diversity plans were compiled by the HACC Diversity Advisor (HDA) into seven local area plans, one for each local government area. The purpose of the local area plans is to assist agencies to work together in the implementation of their plans.

Local Area Diversity Meetings

Meetings were held in each local government area to discuss the plans and ways in which organisations could collaborate to assist with their implementation. The meetings were attended by 61 representatives from approximately 50 organisations.

Homelessness Forum

The Homelessness Forum in June was attended by over 60 people from a broad cross-section of HACC funded organisations wanting to explore ways in which HACC services can be delivered to residents who are homeless or at risk of homelessness, including people living in caravan parks and supported residential services. Topics included what it is like to be an older homeless person, triggers for first time older homelessness experiences, referral pathways and how HACC services can respond.

Aboriginal Cultural Session

An Aboriginal & Torres Strait Islander Communication Protocol information session was presented at the June HACC Alliance meeting. Representatives from Mullum Mullum Indigenous Gathering Place and Eastern Health presented information aimed at assisting HACC organisations to become more culturally inclusive and provided resources for staff and volunteer training.

Supporting CALD Volunteering in the Mainstream

In 2012/2013, the “Supporting CALD Volunteering in the Mainstream” project was funded by the Lord Mayors Charitable Foundation. The project aimed to address the barriers faced by volunteers from CALD backgrounds by providing a supportive environment for them to volunteer in mainstream organisations in the Eastern Region. The objectives of the project were to:

- Provide opportunities for CALD volunteers to learn about volunteering in Australia and the requirements of volunteering through an 8 weeks orientation program.
- Assist mainstream organisations to make changes to their policies, procedures and position descriptions to enable them to welcome and accommodate CALD volunteers.
- Assist mainstream organisations to provide a mentor program for CALD volunteers in their programs.

Through the project two eight-weeks orientation programs were offered to 25 participants covering topics on *Volunteering Culture in Australia, Work Culture in Australia, Communication Skills, Volunteer Rights and Responsibilities, Volunteering Roles, Boundaries, Workplace Safety, Interview process, Workplace behaviour, Police and Working with Children Checks, Duty of Care, Volunteer Agreements, Grievances, Privacy and Confidentiality Act.*

Out of the 25 participants, 23 individuals were placed with 11 mainstream organisations. The participating organisations included *Victoria State Emergency Services (Croydon Unit), Scouts Victoria, Interchange Outer East, Balwyn Welfare Association (Evergreen Centre), Eastern Community Legal Centre, Weeden Heights Primary School, Eastern Recreation & Leisure Services (ERLS), Central Ringwood Community Centre, Penumbra Centre Inc., Wesley Do Care and Extended Families Australia.* Also, 16 mentors were recruited and trained on *Cultural Awareness and Mentorship.* Six (6) out of the 11 mainstream organisations received individual consultation by the project worker with their policies, brochures, job descriptions and programs to accommodate CALD volunteers.



Group 2 participants- Excursion to SES, Croydon Open Day, November 2012

Outcomes of the program included:

- One volunteer was interviewed and filmed by Boroondara Volunteering Resource Centre for their advertising materials.
- Agencies were provided with the opportunity to recruit CALD volunteers for the first time. For example, SES Croydon Unit secured five CALD volunteers from Russian, Vietnamese and Chinese backgrounds.
- A publishing company (Rag and Bone Man Press) interviewed seven volunteers for their upcoming project (a book on immigrants and refugees journey to Australia and favourite traditional recipes). Through this, one volunteer (who was a professional photographer in Russia) was employed to assist with the publishing.
- Sixty percent (60%) of the volunteers indicated that the intensive training provided them with sufficient tools and confidence to work without too much assistance from their mentors.
- One hundred percent (100%) of participants reported that the orientation program strengthened their understanding of volunteering in Australia.

Settlement Support Fund

In 2003/2004 the MIC established a Trust Fund for our work in supporting migrants and refugees in the region and in particular recently arrived refugee families. Donations to the trust fund are tax deductible. In 2012/2013 \$11306 was raised through fundraising including sausage sizzles held with the support of Bunnings, a movie afternoon and donations. In 2012/2013 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 Homelessness 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 Email addresses for agencies and community groups.

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 website 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 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 2012/2013, 72 volunteers provided direct support to clients of the MIC. Such support included assisting clients with medical and other appointments, rental housing inspections, sporting events, 'cool kids' therapeutic children's programs, children and youth holiday programs, camps, homework support, public transport orientation, driving mentoring and supporting clients to access local recreation and services.

MIC volunteers come from a variety of ethnic backgrounds, age groups and skill sets including people from the Chinese, Egyptian, Indian, Iranian and Sri Lankan communities. Volunteers include retirees, university students, full time professionals and secondary school students.

Members of the client group supported by the MIC have also become involved in volunteering helping them to gain more skills and workplace experience. They are keen to contribute to Australian society as volunteers by helping newer arrivals in their settlement. Client volunteers include people from Burma (Hakha Chin, Falam, Zomi and Karen) as well as from Iran, Egypt, Afghanistan and Sudan.

Homework support is an example of a successful client service dependent upon volunteer support. Over the past several years, the MIC homework support clubs have steadily increased in numbers from two to five clubs, with an additional program commencing at the beginning of 2013/14 financial year. Homework support programs, held weekly during school terms, address the needs of children and youth of the client cohort who are predominantly from refugee backgrounds. These students have often experienced interrupted schooling and lack the usual support mechanisms available at home due to low or nonexistent parental English verbal and literacy skills. In addition to academic support, homework programs provide students with an environment conducive in fostering social skills, often working in partnership with local schools to support young people in becoming confident and productive members of society. These programs would not be possible without MIC volunteers.

The Year Ahead

Direct Client Services

In 2013/2014 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 three 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 financial literacy, legal rights and responsibilities, fishing regulations and fire safety in the bush, parenting, fire safety in the home and voting will be delivered.

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 strengthen their ability to support their community members.

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.

We will work with the student body at Swinburne Croydon and Wantirna to strengthen the opportunities for engagement between ESL students and the wider student community.

Services to Agencies

In 2013/2014, the MIC will continue to provide support to assist local agencies to provide services that better meet the needs of CALD communities in the eastern region. Our work in this area will include 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 webpage with information and resources to support agencies to plan and deliver culturally sensitive services.

Director's Report

Your Directors present this report on the entity for the financial year ended 30 June 2013.

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 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.

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:

- Provided settlement services to individuals on over 6219 occasions. People accessing the service were born in over 50 different countries. The largest numbers of people contacting the service were from Burma, Iran, South Sudan, and Iraq.
- Over two hundred and forty applications for private rental housing were lodged on behalf of clients with local estate agents and private rental housing was secured for over 70 families.
- Over 100 information sessions were given to newly arrived refugee communities. Over 2500 people attended the information sessions over the past 12 months
- Five homework support programs were offered at the Croydon and Knox libraries and in three primary schools in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 14 students attended the library based programs and 30 students attended each of the primary school based program on a weekly basis. The groups are supported by 35 volunteers.
- Assisted over 80 people to access Home and Community Care Services and other aged care and support services.
- Held 11 information sessions on aged care, respite care and carers support services. An average of 35 participants attended each session.
- Assisted 68 young people to reengage with school, employment or training.
- Developed and delivered an eight week program for Hakha Chin women who are, or are at risk of, experiencing family violence. Six women attended the program
- Provided family support to 55 families –this work includes parenting support and assistance with household management including budgeting

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 the Home Care Packages Transformation Leader with Baptcare's Community Aged Care Programs. Brad has extensive experience in management roles in the not for profit sector and has served as a Director for Case Management Society of Australia. Brad has a Master of Health Administration and Information Systems.

Mr Eric Chen OAM, JP

Appointed: 01/04/2005 and reappointed on 01/04/2008 and 01/04/2011
Eric is the President of the Box Hill Chinese Senior Citizen's Club and Whitehorse Older 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.

Ms Jenny Jackson

Appointed: 01/04/2011
Jenny is currently the CEO of Manningham Community Health Services. 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

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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 ten 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	7
Mr Eric Chen	11	9
Mr Brad Cooper	11	9
Ms Jenny Jackson	11	9
Mr Peter McPhee	11	10
Ms Fiona Purcell	11	10

Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the company. At 30 June 2013 the number of members was 38. The total members' guarantee amounted to \$ 380. (2012: \$360)

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2013 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 18th day of September 2013

Statement of Comprehensive Income
for the Year Ended 30 June 2013

	2013	2012
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
Attorney General's Department	3,041	69,547
DIAC	1,058,527	926,947
DIAC IAAAS	20,812	20,144
DH	381,997	-
DHS	38,526	203,231
City of Boroondara	2,000	3,000
City of Knox	306	-
City of Manningham	1,975	85
City of Whitehorse	2,988	3,917
Community Development Projects	-5,000	5,000
CMY	8,466	19,947
Department of Justice	9,240	-
Department of Planning & Community Development	-	13,476
Department of Housing Family & Community Services	102,387	99,225
Department of Health and Ageing	79,978	72,828
Department of Premier & Cabinet	2,168	13,687
EACH	6,000	6,000
Environment of Victoria	911	12,476
KYM Youth Connections	87,507	91,639
LAMP Project	19,575	41,260
Lord Mayor Fund	25,774	4,224
Maroondah City Council	-	4,378
Medicare Local	3,120	-
Family Relationship Services	42,456	41,582
Family Violence Service	-	20,584
RACV Foundation	-	8,902
VMC	101,978	90,176
Scanlon Foundation	3,840	9,055
Settlement Support Fund	11,306	5,540
Sports Without Borders	-	10,000
Vicnet-CISG	-	11,070
VicRoads	23,889	21,949
Victorian Women's Trust	2,245	4,000
Volunteer Program	-	4,100
UCCO	-	10,555
Telstra	-	47,400
Yarra Ranges Council	4,651	-
Minor Projects	26,313	12,577
Interest	23,849	26,315
Other income	69,533	77,860
TOTAL REVENUE	2,160,358	2,012,676

Statement of Comprehensive Income
for the Year Ended 30 June 2013

EXPENSES	Note	2013 \$	2012 \$
Employee Benefits Expenses			
Professional Development		11,557	11,534
Recruitment Staff		1,941	858
Superannuation		129,649	118,927
Wages & Salaries		1,328,337	1,234,598
Holiday Pay		114,106	101,346
Work Cover		16,546	15,937
Long Service Leave		49,475	46,281
Employer Expenses - Other		-	7,138
Total Employee Benefits Expenses		1,651,611	1,536,619
Depreciation Expenses		15,149	16,548
Other Expenses from Ordinary Activities			
Audit		6,409	2,368
Annual General Meeting		-	373
Board Expenses		189	252
Bank Charges		4,598	4,358
Computer System (excl capital expenses)		15,516	7,498
Dues & Subscriptions		3,624	2,057
Insurances		5,973	5,981
Motor Vehicle Expenses		25,442	32,403
Photocopier		1,726	2,375
Postage		8,264	9,658
Rent & Utilities – Office		55,335	58,369
Repair and Maintenance - General		68	-
Regulatory Fees & Charges		43	42
Stationery		15,440	20,087
Telephone		23,421	21,022
Service Delivery - Interpreting & Translating		38,102	51,291
Service Delivery - Meeting Expenses		12,270	36,098
Service Delivery - Direct Client Support		9,870	5,540
Service Delivery - Printing		13,956	11,333
Service Delivery - Volunteer Expenses		1,038	3,925
Venue Hire		25,169	21,641
Facilitators/Speakers Payment		87,672	10,143
Catering/Refreshments		32,052	37,623
Transport Subsidies/Expenses		7,770	12,701
Other Expenses		99,391	102,071
Total Other Expenses		493,338	459,209
TOTAL EXPENSES		2,160,098	2,012,376
Current Year Surplus		260	300
Other Comprehensive Income		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2	260	300

The accompanying notes form part of these financial statements.

Statement of Financial Position
for the Year Ended 30 June 2013

ASSETS	2013	2012
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	72,468	146,606
Settlement Support Fund 6511	3,895	1,990
Business Maximiser Acc 4893	396,674	237,392
Investment Cheque Acc 82-335-9479	65,192	23,575
Term Deposit NAB 13-613-4593	200,000	200,000
Petty Cash	1,743	2,428
Total Cash on Hand	739,972	611,991
Investments		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 82-632-8838	20,000	20,000
Receivables	1,181	305,313
Total Current Assets	861,153	1,037,304
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	60,191	51,639
Less Accumulated Depreciation	(52,939)	(49,987)
Total Computer Equipment	7,252	1,652
Furniture & Fixtures		
Furniture & Fixtures at Cost	15,611	15,611
Less Accumulated Depreciation	(15,538)	(14,997)
Total Furniture and Fixtures	73	614
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	7,667
Less Accumulated Depreciation	(7,028)	(5,111)
Total Fax & Photocopier	639	2,556
Office equipment		
Office Equipment at Cost	12,030	11,358
Less Accumulated Depreciation	(11,428)	(11,358)
Total Office equipment	602	0
Motor Vehicle		
Motor Vehicle at Cost	68,464	68,464
Less Accumulated Depreciation	(17,996)	(7,039)
Total Motor Vehicle	50,468	61,425
Total Fixed Assets	59,034	66,247
TOTAL ASSETS	920,187	1,103,551

Statement of Financial Position
for the Year Ended 30 June 2013

LIABILITIES	2013	2012
	\$	\$
Current Liabilities		
Grants in Advance	435,707	657,853
FBT Salary Sacrifice	263	5,630
GST Liabilities	42,214	44,360
Payroll Liabilities		
Holiday Pay Accrual	66,410	63,436
Superannuation	31,404	31,317
Long Service Leave	159,408	47,622
PAYG Withholding	11,723	11,429
Non Current Liabilities		
Long Service Leave	77,549	144,584
Total Payroll Liabilities	346,494	298,388
Provisions		
Provision – Auditor	5,000	5,782
Provision - Recruitment	1,696	1,695
Provision – Work Cover	488	488
Provision – Office Equip Replacement	-	1,289
Total Provisions	7,184	9,254
TOTAL LIABILITIES	831,862	1,015,485
NET ASSETS	88,325	88,065
EQUITY		
Retained Earnings	88,066	87,765
Current Year Surplus/Deficit	259	300
TOTAL EQUITY	88,325	88,065

The accompanying notes form part of these financial statements.

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Changes in Equity
for the Year Ended 30 June 2013

	\$ Retained Earnings	\$ Other Reserves	\$ Total
Balance 1 July 2011	87,665	100	87,765
Surplus for the year	300	-	300
Balance 30 June 2012	87,965	100	88,065
Balance 1 July 2012	87,965	100	88,065
Surplus for the year	260	-	260
Balance 30 June 2013	88,225	100	88,325

The accompanying notes form part of these financial statements.

Migrant Information Centre (Eastern Melbourne) Limited
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Statement of Cash flow
for the Year Ended June 2013

	Note	2013 \$	2012 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,377,507	2,170,136
Miscellaneous Income		29,974	19,758
Interest Received		23,899	22,077
Payments to Suppliers and Employees		(2,294,176)	(2,102,435)
Net cash (used in)/generated from operating activities	4	137,204	109,535
Cash Flows from Investing Activities			
Payment for Motor Vehicle		0	(42,223)
Payment for Property, Plant and Equipment		(9,224)	(2,532)
Purchases of Financial Assets		0	(120,000)
Net cash used in investing activities		(9,224)	(164,755)
Net increase / (decrease) in cash held		127,981	(55,220)
Cash at beginning of period		611,991	667,212
Cash at end of Financial Year	4	739,972	611,991

The accompanying notes form part of these financial statements.

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

Notes to the Financial Statements for the year ended 30 June 2013

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 16th October 2013 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 when received.

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

b) Plant and Equipment

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

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

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

Note 1: Summary of Significant Accounting Policies

c) Depreciation

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

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

Class of Fixed Asset	Depreciation Rate
Plant and equipment	10-40%

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

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

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

d) Impairment of Assets

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

e) Employee Benefits

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

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

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

AASB 9: Financial Instruments (December 2010) and AASB 2010–7: *Amendments to Australian Accounting Standards arising from AASB 9* (December 2010) (applicable for annual reporting periods commencing on or after 1 January 2015).

These Standards are applicable retrospectively and include revised requirements for the classification and measurement of financial instruments, as well as recognition and derecognition requirements for financial instruments.

The key changes made to accounting requirements that may impact the company are:

- simplifying the classifications of financial assets into those carried at amortised cost and those carried at fair value; and

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- allowing an irrevocable election on initial recognition to present gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. Dividends in respect of these investments that are a return on investment can be recognised in profit or loss and there is no impairment or recycling on disposal of the instrument.

The company has not yet estimated the impact of these pronouncements on its financial statements.

AASB 10: *Consolidated Financial Statements*, AASB 11: *Joint Arrangements*, AASB 12: *Disclosure of Interests in Other Entities*, AASB 127: *Separate Financial Statements* (August 2011) and AASB 128: *Investments in Associates and Joint Ventures* (August 2011) (as amended by AASB 2012–10), and AASB 2011–7: *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards* (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 10 replaces parts of AASB 127: *Consolidated and Separate Financial Statements* (March 2008, as amended) and Interpretation 112: *Consolidation – Special Purpose Entities*. AASB 10 provides a revised definition of “control” and additional application guidance so that a single control model will apply to all investees. This Standard is not expected to significantly impact the company’s financial statements.

AASB 11 replaces AASB 131: *Interests in Joint Ventures* (July 2004, as amended). AASB 11 requires joint arrangements to be classified as either “joint operations” (where the parties that have joint control of the arrangement have rights to the assets and obligations for the liabilities) or “joint ventures” (where the parties that have joint control of the arrangement have rights to the net assets of the arrangement). Joint ventures are required to adopt the equity method of accounting (proportionate consolidation is no longer allowed). This Standard is not expected to significantly impact the company’s financial statements.

AASB 12 contains the disclosure requirements applicable to entities that hold an interest in a subsidiary, joint venture, joint operation or associate. AASB 12 also introduces the concept of a “structured entity”, replacing the “special purpose entity” concept currently used in Interpretation 112, and requires specific disclosures in respect of any investments in unconsolidated structured entities.

To facilitate the application of AASBs 10, 11 and 12, revised versions of AASB 127 and AASB 128 have also been issued. The revisions made to AASB 127 and AASB 128 are not expected to significantly impact the company’s financial statements.

AASB 13: *Fair Value Measurement* and AASB 2011–8: *Amendments to Australian Accounting Standards* arising from AASB 13 (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 13 defines fair value, sets out in a single Standard a framework for measuring fair value, and requires disclosures about fair value measurement.

AASB 13 requires:

- inputs to all fair value measurements to be categorised in accordance with a fair value hierarchy; and
- enhanced disclosures regarding all assets and liabilities (including, but not limited to, financial assets and financial liabilities) to be measured at fair value.

These Standards are not expected to significantly impact the company’s financial statements.

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AASB 119: *Employee Benefits* (September 2011) and AASB 2011–10: *Amendments to Australian Accounting Standards* arising from AASB 119 (September 2011) (applicable for annual reporting periods commencing on or after 1 January 2013).

These Standards introduce a number of changes to accounting and presentation of defined benefit plans. The company does not have any defined benefit plans and so is not impacted by the amendment.

AASB 119 (September 2011) also includes changes to:

- require only those benefits that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service to be classified as short-term employee benefits. All other employee benefits are to be classified as other long-term employee benefits, post-employment benefits or termination benefits, as appropriate; and
- the accounting for termination benefits that require an entity to recognise an obligation for such benefits at the earlier of:
 - (i) for an offer that may be withdrawn – when the employee accepts;
 - (ii) for an offer that cannot be withdrawn – when the offer is communicated to affected employees; and
 - (iii) where the termination is associated with a restructuring of activities under AASB 137: *Provisions, Contingent Liabilities and Contingent Assets* and if earlier than the first two conditions – when the related restructuring costs are recognised.

These changes are not expected to significantly impact the company's financial statements.

Note 2: Allocation of Surplus

	2013	2012
	\$	\$
Monies Carried forward for Service Brochures	260	300
Total	260	300

Note 3: Events Subsequent To Reporting Dates

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

Migrant Information Centre (Eastern Melbourne) Limited
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Note 4: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2013	2012
	\$	\$
Operating Surplus	260	300
Non-cash flows in operating surplus:		
– Depreciation	15,149	16,548
– Write off Dep Vs Office Equipment Reserve	1,289	0
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	304,132	(27,543)
– Increase/(Decrease) in Provisions	(2,071)	(7,997)
– Increase/(Decrease) in Grant in Advance	(222,147)	41,542
– Increase/(Decrease) in Payroll Liabilities	48,106	84,859
– Increase/(Decrease) in GST	(7,514)	1,826
Cash flows (used in)/provided by operating activities	137,204	109,535

Note 5: Entity Details

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

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

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

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

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 2013 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 18th day of September 2013



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

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Migrant Information Centre (Eastern Melbourne) Limited, which comprises the statement of financial position as at 30 June 2013, 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*.

Migrant Information Centre (Eastern Melbourne) Limited
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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 2013 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

18 September 2013
Blackburn, Victoria

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



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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 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.

Robert J Hurrell, FCA
rdl.accountants

18 September 2013
Blackburn, Victoria

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