

Migrant Information Centre (Eastern Melbourne)



Annual Report 2013-2014



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Migrant Information Centre (Eastern Melbourne)
Annual Report 2013/2014

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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 2013/2014 included:

- Settlement services were provided to individuals on over 6500 occasions. People accessing the service were born in over 40 different countries. The largest numbers of people contacting the service were from Burma, Iran and Iraq.
- Private rental housing was secured for 82 families.
- 100 information sessions were presented to newly arrived refugee communities. Topics covered in the presentations included the Australian electoral system, budgeting, writing resumes and covering letters, migration and family law. Over 2000 people attended the information sessions over the period.
- Six homework support programs were offered at the Croydon, Knox and Mooroolbark libraries and three primary schools in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 20 students attended each of the programs on a weekly basis. The groups were supported by 18 volunteers.
- Assistance was provided to over 150 people to access Home and Community Care Services and other aged care and support services.
- 17 information sessions were held on aged care, respite care and carers support services - 883 people attended the sessions.
- 47 young people were assisted to reengage with school, employment or training.
- Two eight-week programs were delivered – one for Zomi women and one for Iranian women who were experiencing or at risk of experiencing family violence – 8 women attended each program.
- Family support was provided to 47 families – this work included parenting support and assistance with household management including budgeting.
- 72 volunteers assisted our clients to successfully settle.

The MIC employs 34 staff who speak 17 languages.

The main funders of the MIC are the Federal Department of Social Services 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 Melbourne Region (the region) to ensure effective local settlement and orientation;
- Enhance direct provision of settlement services to migrants in the region;
- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies;
- Enhance existing links with and between a range of service providing agencies in the region;
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls;
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;

- Investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- Carry on any other activity, which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

Our Service Model

Our service model is based on the needs of the communities we serve.

The needs of the communities in which we serve are identified through:

- Consultations with migrant communities across the region; and
- Consultations with other service providers through mechanisms including MIC convened working groups or MIC participation on networks and working groups coordinated by other service providers.

Our Customers

The MIC's primary customer group is people from culturally and linguistically diverse (CALD) backgrounds, including newly arrived migrants and refugees residing in the Eastern 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.



Participants at Falam Chin swimming program April 2014

It is the responsibility of the MIC to identify and put in place mechanisms that strengthen linkages between the four groups that enable them to more effectively resource each other.

Our Staff

The MIC currently has 34 paid staff. Between them they speak 17 languages. During the year the MIC has also been supported by the work of a number of volunteers and students on placement. The role of each staff member is detailed below:

Sue Herbst

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

Jessica Bishop

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

Lorraine Busuttil

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

Diana Campbell

Diana is one of the project workers for Communities for Children, a program funded through the Department of Social Services. 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 language proficiency to successfully settle in the region. Mervat speaks Arabic. Mervat's work is funded through the Australian Government's Settlement Grants Program.

Rebecca Dunsdon

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

Sepideh Fallah

Sepideh is responsible for administration and reception work. Sepideh also co-facilitates two playgroups. Sepideh speaks Persian.

Belinda Gillam

Belinda was the Home and Community Care Diversity Advisor for the Eastern Region. Belinda was 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. Belinda resigned in December 2013.

Tial Hnem

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

Amber Huang

Amber assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Amber's work is funded through the Australian Government's Settlement Grants Program. Amber speaks Mandarin and Cantonese.

Geraldine Jeremiah

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

Theresa Jolley

Theresa is responsible for assisting young refugees and family stream migrants with low English language proficiency to successfully settle in the region. This program is funded through the Australian Government's Settlement Grants Program. Theresa was also the

project worker for a project funded through the Inner East Medicare Local to promote healthy living and social connections within the Iranian community.

Iva Jurkovic

Iva is responsible for individual counselling and facilitating support groups for women from CALD backgrounds, who have experienced, are experiencing or are at risk of experiencing, family violence. This project is funded through the 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 Social Services. 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 caseworker who assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Robyn's work is funded through the Australian Government'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 also facilitated sewing classes for refugee women from Burmese communities. This component of Barbara's work was funded through the Australian Government's Settlement Grants Program. Barbara speaks German.

Daniel Lian

Daniel is a settlement caseworker who assists refugee and family stream migrants with low English language proficiency to secure and maintain private rental housing. Daniel speaks Burmese, Hakha Chin and Falam Chin. Daniel's work is funded through the Australian Government's Settlement 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 the Department of Immigration and Border Protection's (DIBP) Immigration Advice and Application Assistance Scheme (IAAAS) program and to humanitarian entrants through the Australian Government's Settlement Grants Program.

Esera Maung

Esera is a settlement caseworker who assists individuals and families to successfully settle. Esera speaks Karen. Esera's work is funded through the Australian Government's Settlement 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 the Australian Government's Settlement Grants Program.

Sophie McKenzie

Sophie was responsible for the Youth Connections Program. Youth Connections is an outreach program that works with young people who are at risk of disengaging from education, not making successful transitions into further study, or significantly disengaged

from education and the wider community. The Youth Connections program is funded through the Commonwealth Department of Education, Employment and Workplace Relations. Sophie resigned in February 2014.

Khuang Mang

Khuang is a project worker for the Refugee Action Program. This program works with refugee communities to build their capacity to settle successfully - Khuang who speaks Hakha Chin works with the Hakha Chin community in particular. The program is funded through the Victorian Government Department of Multicultural Affairs and Citizenship.

Niquita Meyers

Niquita is a settlement caseworker who assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Niquita also facilitates three playgroups. Niquita's work is funded through the Australian Government's Settlement Grants Program. Niquita was also the project worker for a pre-apprenticeship program funded through the Knox City Council. The program was delivered in partnership with Swinburne TAFE Wantirna and was designed to give participants the skills and knowledge to gain employment or further training opportunities in engineering fields.

Steve Mung Munsuang

Steve is a project worker for the Refugee Action Program. Steve works with the Zomi community to build their capacity to settle successfully. The program is funded through the Victorian Government Department of Multicultural Affairs and Citizenship. Steve also works as a settlement caseworker and this component of his work is funded through the Australian Government's Settlement Grants Program. Steve speaks Zomi.

Sarah Nichols

Sarah is responsible for the Youth Connections Program. Youth Connections is an outreach program that works with young people who are at risk of disengaging from education, not making successful transitions into further study, or significantly disengaged from education and the wider community. The Youth Connections program is funded through the Commonwealth Department of Education, Employment and Workplace Relations. Sarah commenced working at the MIC in January 2014.

Saturnino Onyala

Saturnino is a settlement caseworker 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 the Australian Government's Settlement Grants Program

Mehul Patel

Mehul is a settlement caseworker who assists individuals and families to successfully settle in the region through the Australian Government'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 Home and Community Care (HACC) services who due to their diversity face barriers in accessing the services themselves.

Sawm Suante

Sawm is a settlement caseworker 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 the Australian Government's Settlement Grants Program

Linda Tan

Linda is one of the project workers responsible for the Access and Support Program. Linda speaks Cantonese and Mandarin.

Jessica Thompson

Jessica is the project worker for the Supporting CALD Communities 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. This program is funded through the Commonwealth Department of Social Services.

Randika Wijekoon

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

Kate Wilde

Kate is the project officer for the Social Cohesion Project funded through the Department of Social Services. The project is designed to increase the connection between ESL students at Swinburne Wantirna and Croydon and the broader student body.

Stephen Yang

Stephen assists refugees and family stream migrants with low English language proficiency to successfully settle in the region. Stephen's work is funded through the Australian Government's Settlement Grants Program. Stephen speaks Mandarin and Cantonese.

Wanling Zhang

Wanling is one of the project workers responsible for the Access and Support Program. Wanling is also a registered migration agent and provides migration advice to refugees and clients eligible under Department of Immigration and Border Protection's (DIBP) IAAAS and the Australian Government's Settlement Grants Program. Wanling speaks Cantonese and Mandarin.

Volunteers and Student Placements

A number of people have volunteered their services to the MIC over the past 12 months. Over 3000 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 2013/2014, the work of the MIC staff included:

Settlement Services

- Settlement services were provided on over 6500 occasions to over 1500 individuals. The largest number of people contacting the service were from the Hakha Chin, Falam Chin, Karen, Mizo and Zomi communities of Burma followed by people from Iran.
- Information sessions were provided to recently arrived refugee communities to strengthen their knowledge of life in Australia, the services that are available to them and how to access these services. In 2013/2014, 100 information sessions were delivered by the MIC on a range of topics including budgeting, fishing regulations, fire safety, the Australian electoral system, women's health, healthy eating, Australian Law, Family Violence and Australian culture.
- Thirteen excursions were undertaken with recently arrived refugee communities to local attractions accessible by public transport. These included trips to AFL matches, Liverpool Soccer training, Lilydale Lake, the Royal Botanical Gardens and Montrose Community Adventure Playground.
- Seventy-two volunteers were recruited, trained and supported to assist recently arrived refugee individuals and families to successfully settle.

Family Support Services

- Family support was provided to 47 families. Families were assisted with budgeting, household management and parenting.
- School holiday programs were held and over 200 children participated.



*Participants at the Falam swimming program
April 2014*

Children and Youth Services

- Four Cool Kids and Rainbows programs were held with 34 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 weekend rock climbing camp for 12 young refugee men, a theatre production with 18 young people and a girls group for 15 participants.

- Three playgroups were held weekly during school term with an average of 12 families attending each session.
- A three day camp was held with 18 young people. The youth leaders organised activities at the camp including night walks and games. Participants also went canoeing and used a giant swing.
- 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 2013/2014 the MIC based worker assisted 47 young people.

Older Persons Services

- Nine information sessions were held for older migrants in partnership with aged care and carer support organisations on the Aged Care Complaints Scheme, Carers Victoria, Cancer Council of Victoria and Knox Community Health Centre. A total of 472 people attended the sessions.
- Excursions and healthy living programs were delivered to older people's groups. This included speakers on health related topics, exercise demonstrations and tours of local services.
- An expo for older people from the Indian community was held to raise awareness and understanding of aged care and carer support services. Over 100 people participated in the expo with 11 aged and carer support agencies providing information to participants on their services.
- 103 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 established a fund that is used to assist young refugees to play sport. In 2013/14 the fund paid young people to join sporting clubs including basketball, soccer and swimming clubs.

In Hannah's memory, the MIC also presents an award to the staff member whose work over the previous 12 months best reflects the mission of the MIC. The Hannah Kinross Award for 2013/2014 was awarded to Jessica Bishop.

The Year Ahead

In 2014/15 the MIC will continue to build its client base and its work with both migrant community groups and local agencies. Our work will include:

- Providing casework services to refugees and family stream migrants with low English language proficiency to support their settlement in the Eastern 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 language proficiency on local services and life in Australia

- 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 Border Protection, Commonwealth Department of Social Services, Victorian Office of Multicultural Affairs and Citizenship, 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.



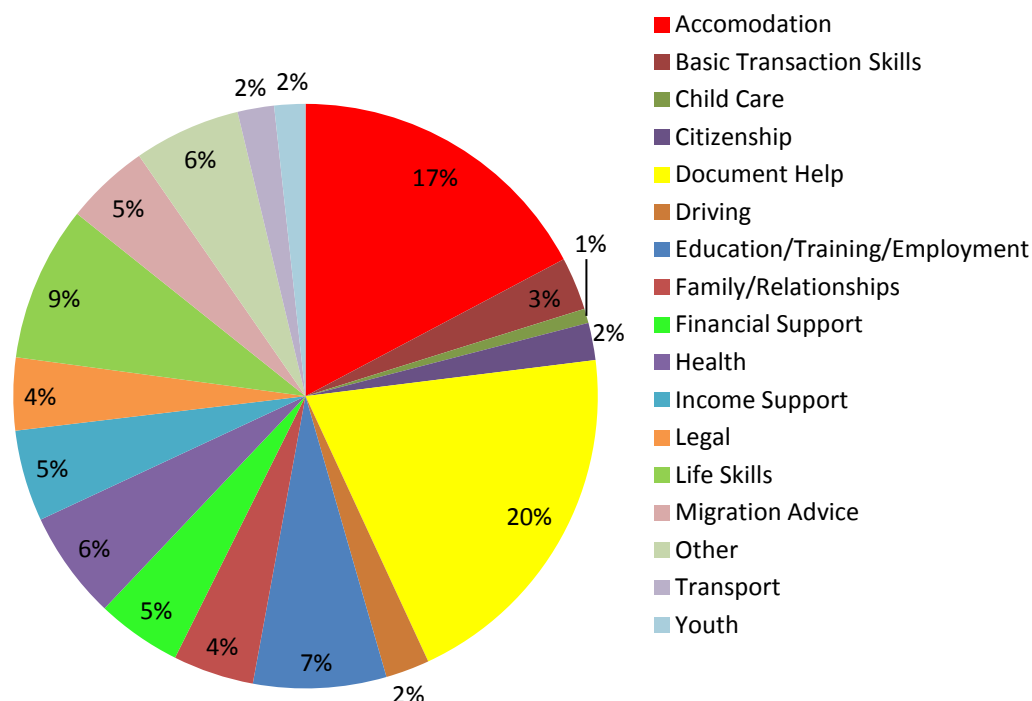
Robert Colla
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2014, staff provided settlement assistance, funded through the Department of Social Services, to over 1500 refugees and family stream migrants with low English language proficiency living in the Eastern Region of Melbourne. Services were provided through 6942 client contacts.

Figure 1: Issues presented by clients July 2013 - June 2014



As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (3130) 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 and maintain housing (2688).

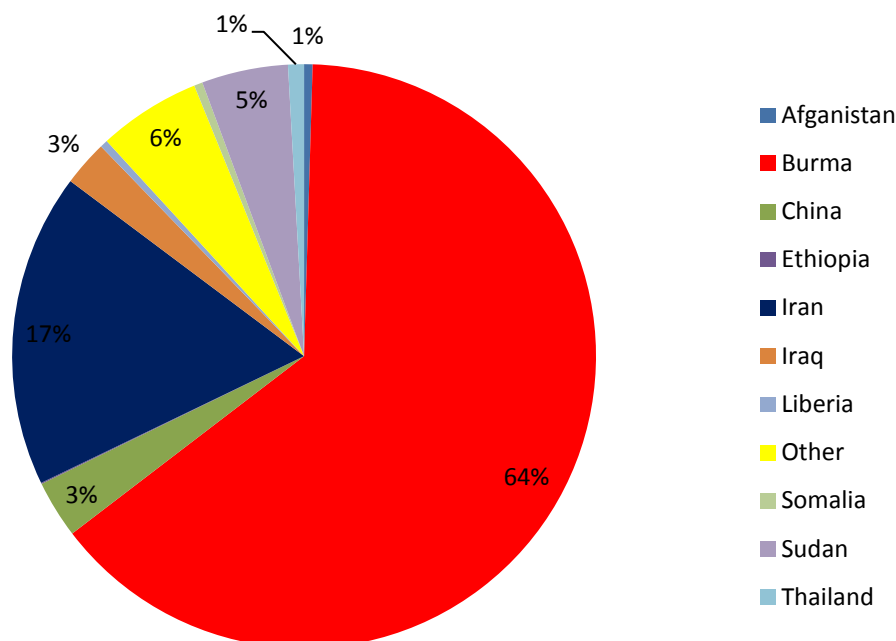
83% (5648) of contacts were face to face, 16% (1112) were by telephone and 1% by telephone/Email/mail.

Referrals to MIC services came from a variety of sources including Humanitarian Settlement Services providers (258), family and friends (134), health professionals (149), real estate agents (131) and schools (69). The largest number of referrals were self referrals (4303).

MIC staff referred clients to a number of other services for assistance. In 2013/2014 this work included referrals to government agencies (1513), community housing providers (515), real estate agents (900), health professionals (640), schools (327) and utility companies (572).

Figure 2 shows, the largest number of contacts were born in Burma and Iran. Other countries of birth include Pakistan, Egypt, Cambodia, Lebanon and Tibet.

Figure 2: Country of birth of clients July 2013 - June 2014



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, Farsi, Dari, Hakha Chin, Karen, Mizo and Tedim/Zomi languages.

Comments on the service received in 2013/2014 included:

- *Thank you so much for your help*
- *Thanks to all the staff*
- *Happy and appreciated with the service MIC offer*
- *I was happy with the services referred to me today, thank you to the staff*
- *I really appreciate Saturnino because he has done anything he could for me*
- *So far MIC has done everything for us*

In November 2013 and May 2014, 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 six (136) people responded to the survey.

Survey results indicated a high level of satisfaction, with 100% of respondents feeling MIC's services had been useful to them and 97% that the MIC workers were helpful and easy to understand, 92% reported that MIC helped them to settle in Australia and 98% reported that they would recommend the MIC to their friends and family.

Comments included:

- *Thanks for being with us and guide us*
- *MIC was really helpful and useful for me. I am happy with the services that I got.*
- *I got a lot of help from MIC so they are good people and I can tell them to keep helping*
- *I am very happy with MIC and advise the MIC to continue with good work as usually*
- *MIC is doing a great job for migrants so I advise MIC to continue with that work*
- *I am really happy with the services given by MIC. My settlement in Melbourne was easier.*
- *Whenever I need help, I go to MIC because I know that they will help me*
- *When I need help I come to MIC, because I know that there is someone who speaks my language.*
- *MIC cares about its clients and their settlement in Australia, the information I needed was provided by the workers.*
- *The staff of MIC is reliable, they helped me with my settlement process in Australia*
- *Thank you very much to MIC for helping me with everything, they are very helpful in their services. The staff are very kind.*
- *MIC is really useful to those who come to Australia. I depend on MIC.*
- *Very grateful of the help and hopes MIC continues its great work*
- *Your services are accessible*
- *I am very happy to recommend a friend to you and received the same services as you did to me*
- *MIC helped me with my high amount bills and to rent a house. I live near MIC Croydon so if I need help with anything I can walk to there. Thank you, MIC is very helpful for refugees like me.*
- *MIC has been very helpful in providing me their services. I am grateful for them for solving all my problems and happy to know that there is a place like MIC I can come to for any problems I have.*

Common Ground Project

In 2013 the Department of Social Services funded 'Common Ground' through the Diversity and Social Cohesion program to work with English Second Language (ESL) students at Swinburne University – specifically the Croydon and Wantirna campuses.

The stated objective of *Common Ground* is to increase the participation of ESL students in broader campus activities, events and clubs whilst also setting up an ESL club at each campus to encourage greater leadership and participation by CALD students. Club activities are determined by the participants in consultation with their peers and there are also opportunities to connect with students more broadly from different courses and backgrounds at Swinburne.



Students on an excursion to Seville Community House July 2014

The Project launched as part of Harmony Day with a station at the Emergency Services Expo and attracted a lot of interest from students on the day, with over 200 Swinburne ESL students learning about the Project. Since then two clubs

have been established by ESL students at the Wantirna campus and activities have already been held with these students and mainstream students, including a 'Meet and Greet' lunch and activities session as well as a trip to wineries and a Community House in the Yarra Ranges.

Establishing a club at the Croydon campus has proved more complicated due to different demographics of both ESL students and mainstream students, but an event is planned at the Yarra Valley Chocolatier in the new financial year and several other approaches to working with students have been undertaken to build student confidence and rapport. Health lessons have been co-facilitated to ESL classes with the campus nurse and a 'Diversity Taster' lesson has been delivered to seven mainstream Victorian Certificate of Applied Learning (VCAL) classes since the start of the year. Currently the Project is working with the Young Mums and VCAL programs to break down preconceptions and discrimination amongst students and establish a series of activities for ESL youth and these students to participate in together.

Complex Case Support

Complex Case Support (CCS) is funded through Department of Social Services. The program provides specialised and intensive case management services to humanitarian entrants whose needs extend beyond the scope of settlement services. In 2013/2014 the MIC delivered services to three families under this program.

Family Support - Communities for Children Direct Services

The MIC's family support program is funded through the Department of Social Services. The program which was established at the MIC in November 2005 provides family support to refugees and migrants through casework, parenting and children's programs.

In 2013/2014 the program offered support to 47 families to assist them with a range of issues including parenting, household management and adjustment to life in Australia. The program received 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; that they have information about other services to meet their family's needs, and that they are better able to cope or deal with their issues.

The program also offered 14 school holiday programs for 222 children. The programs were held at METEC in Bayswater, Bayswater Roller City, Forest Hill Cinema, Healesville Sanctuary, Eastland Cinema and Lilydale Roller Skating.

Four Cool Kids and Rainbows programs were held for 34 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 Department of Social Services funded the Family Relationships Services for Humanitarian Entrants (FRSHE) Program. At the MIC this program was offered two days per week.

The main aim of this program is to improve and develop positive family relationships inside families (who have settled in Australia under the Humanitarian Program) through individual and couple counselling. In addition, the wellbeing of families is supported through prevention and early intervention services.

Under the FRESHE Program, in 2013/2014 seven individual clients received counselling/mediation – people attended an average of 3 sessions. Group sessions were also held on parenting teenagers and healthy relationships in Australia. Thirty-four people attended the sessions.

Feedback from group sessions was positive and comments received from the participants included:

- *I will apply these teachings in my relationship with my wife*
- *So many things from the sessions are applicable to my relationship*
- *I will use things from sessions to the best of my ability and I will share them with others*
- *This is all very important especially for what is coming for us in the future in a new country*
- *Everything discussed in this seminar was important and useful for me*
- *Please deliver more sessions like these for our community*
- *We really want this seminar and training to continue*

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 2013/2014, 16 women received counselling through the program and two group programs were held - one with women from Hakka Chin backgrounds and one with women from Iran. The groups provided a safe environment for women to learn about Australian laws in relation to family violence and the safety of women and children, as well as the impact of family violence on children. 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 Living for Lao Community

In 2013/14 the City of Whitehorse provided a grant to conduct information sessions and activities with the older people from the Lao community to promote healthy lifestyles and strengthen their engagement with local services.

Older people from the Lao community have poor English proficiency and limited access to information about healthy living and how local services can assist them. The program was developed in consultation with the community. Approximately three quarters of participants were female and over the age of 65 years and about two-thirds lived with their spouse and other family members or other family members only.



Lao elderly group community lunch May 2014

The project delivered six healthy living information sessions on Stroke Awareness (Stroke Foundation), Centrelink, personal safety (Victoria Police), falls prevention (Whitehorse Community Health Service), foot care (Whitehorse Community Health Service) and diabetes awareness (Diabetes Australia). Between 12 and 26 people attended each session, with an average of 18 people at each session. A seventh session will be held in August 2014 about diet and nutrition, provided by Whitehorse Community Health Service. All sessions were evaluated and 100% of participants said the information sessions were clear and easy to understand. 100% said the information was useful and increased their knowledge about the topic and 94 to 100% said they would share the information with family and friends.

The project also delivered two outings. In November 2013 a group of 12 participants went to Blackburn Lake Sanctuary. A bus and lunch were provided. A volunteer from the Sanctuary spoke about the history of the park and the wildlife and fauna in the park. Participants then took a walk around part of the Lake. 100% of participants said they would like to visit Blackburn Lake again and would recommend it to their family and friends. In May 2014 a group of 20 participants and 2 volunteers went to Box Hill Aqualink for a tour of the renovated facilities. The group was very interested in the new facilities available and the emphasis on programs for people over 60 years. In particular they said they would use the hydrotherapy and spa pools. After the tour the group then went to Box Hill Senior Citizens Centre for a hot, three course lunch. The lunches were provided by the Whitehorse Aged and Disability services delivered meals program.

In addition, the project delivered gentle exercise classes to the group as part of their Monday group program. An average of 10 people participated in the classes. Six classes were provided and therabands were given to participants with printed pictures of the exercises that they can practice at home.

The project has provided a valuable opportunity for the Lao elderly community to connect with services and facilities that can support them with healthy living activities and information which has decreased some of the barriers to those services such as lack of awareness about what is available to them.

Homework Support Programs`

Homework support programs were offered at Croydon, Knox and Mooroolbark libraries and Great Ryrie, Croydon and Pembroke Primary Schools each week of the school terms. An average of 21 students attended each of the 213 sessions held in 2013/2014. Volunteers assisted MIC staff in each program – an average of five volunteers attended each session. These programs are funded through Department of Social Services Settlement Grants Program.

Immigration Advice and Application Assistance Program

This financial year the MIC provided 59 immigration advice services, four group sessions, six full immigration application assistance services and three community information sessions under the IAAAS program. More than 150 people attended the information sessions. The MIC received funding for this program from the Department of Immigration and Border Protection 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 language proficiency. This service is in addition to migration advice provided to humanitarian entrants under the Department of Social Services Settlement Grants Program.

Iranian Project

The MIC was funded by the Inner East Melbourne Medicare Local to develop and deliver a range of activities to strengthen the health and well being of the Iranian community. The program included information sessions on a range of topics including diabetes, role of police and services offered through Manningham Community Health Centre. Exercise sessions were held including ten swimming classes and eight Zumba classes. In partnership with Manningham Community Health a five week mindfulness program was also held.

Feedback from participants included that the program provided them with opportunities to learn about life in Australia, be motivated to leave their house, and to make new friends and connections. Participants reported a stronger understanding of local health services with some accessing allied health services at Inner East Melbourne Medicare Local and Manningham Community Health Centre. Through excursions to local amenities participants reported an increased awareness of local recreation opportunities, especially Ringwood Lake and Aquarena in Doncaster and an increased confidence to access these opportunities independently in the future.

Knox Engineering Project

MIC partnered with, Reed in Partnership, Swinburne TAFE- Wantirna campus engineering department and AMEP program to deliver an eight week Engineering taster course with bilingual support. The program included completing competencies towards a CERT II in Engineering and learning English language that is industry specific.

The program included preparing a resume and undertaking work placement. Eighteen people enrolled in the course with 10 participants completing the course. Four participants went on to complete the Cert II in Engineering and 2 participants gained employment through the program. Participant's feedback was positive. Participants commented they had learnt a lot about Australian workplace culture and healthy and safety requirements.

Migration Advice

Through the Department of Social Services Settlement Grants Program the MIC provides migration advice to people who have settled under the Humanitarian program. In 2013/2014 the MIC migration agents lodged 49 refugee applications under the split family provision for immediate family members to be reunited with their family in Australia. Under the family migration 17 applications were lodged for fiancé, spouse, child, and carer visas. Thirteen visas were granted allowing 17 adults and 34 children to be reunited with their families in Australia. The remaining 53 applications are currently being processed by the Australian Government.

Playgroups

Through the settlements grants program and funding from Shire of Yarra Ranges Council Supported Playgroup Initiative, the MIC facilitated three playgroups each week at Croydon, Ringwood and Mooroolbark. In 2013/2014, 106 playgroups were held and an average of 12 families attended each group. The playgroup offered play based learning activities for children to encourage positive relationships between parents and children and to prepare children entering into early childhood education. Some of



Playgroup March 2014

the activities included singing, role-play, playing with play dough, cutting and pasting. The playgroup also offered parents an opportunity to learn about positive parenting, healthy eating and the Australian

service system through presentations by the Preschool officer, Maternal & Child Health nurse and Legal Aid. Excursions were held with members of the playgroups to local swimming pools, local parks and the Melbourne Zoo. Feedback from parents was very positive with comments received including:

- *I like this playgroup, my child is happy every time we are here and that really makes me feel great. I really have learnt a lot from this group.*
- *Next term I may not attend the group when my child attends kinder. I will come back when I have my next child.*
- *Thank you for having this playgroup organised. It is very helpful in many ways to me as a parent and it is very enjoyable too.*
- *Playgroup has been very helpful in lots of ways for me as a parent and is lots of fun for my child. Thank you for having this playgroup organised for us.*
- *Thank you for this playgroup. I find it very enjoyable and helpful as a mum. My child also loves to come to this group as she gets to meet more friends.*

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 2013/2014, RAP supported the Karen, Falam Chin, Mizo, Hakha Chin and Zomi communities.



Karen Youth Camp - canoeing October 2013

Over the year, RAP co-funded four driving education programs through providing 84 participants with subsidised driving lessons (9 Zomi, 16 Hakha Chin, 17 Falam Chin, 6 Mizo, 16 Karen and 1 Iranian).

The Karen Youth group went on a 3-day camp which was partly funded by RAP, Equity Trust and a car wash fundraiser that the group of 18 young Karen people organised. The leaders of the group also held an information day for newly arrived refugee youth where they showed them how to use MYKI, how to borrow items from the library and the group also received a swimming lesson at the local pool. 17 young people also attended a leadership program and youth leaders invited volunteers from Maroondah Council's youth centre to an evening of fun and games.

Following requests from community leaders there was a computer program for 10 older Karen community members which was delivered by a community member. The program taught participants to use Microsoft Office Word and the Internet and also provided information on cyber safety.



Falam Chin community members receive training at Melbourne Museum – June 2014

16 Falam Chin and Mizo clients attended a SaverPlus program held in partnership with Berry Street. Participants learnt about budgeting and saving money. By depositing \$50 into a savings account each month for 10 months their savings were matched by a co-contribution from the ANZ bank. Savings can be used to cover education expenses for themselves or their children.

9 Falam Chin community members attended a training session at the Melbourne Museum where they were shown how to use the on-line catalogue to record items of cultural significance.

The sewing program for Hakha Chin women involved 20 women who attended fortnightly classes. This program taught participants to make clothes for themselves and their children. It reduced social isolation and provided an opportunity for the women to support each other. Twelve members of the Hakha Chin community participated in a 12 week swimming program which was held in partnership with Life Saving Victoria. The program included swimming lessons and information about being safe near water.

20 Zomi community members participated in a two hour swimming workshop with Australia Swim whilst another 24 Zomi community members took part in a 10 week swimming program funded in partnership with Life Saving Victoria. The Zomi women's group of 22 women went on an excursion/trip to Lake Mountain funded by RAP. The sewing program for Zomi women included two classes a week with 10-12 students per class. The women learnt to sew and mend clothes for their family and friends whilst socialising and making new friendships. The Zomi women's computer training focused on online safety and was attended by 10-11 students. The aim of the classes was to teach participants basic social networking skills as well as how to monitor and keep their children safe online.

VicRoads - Road Safety for Newly Arrived Refugees and Migrants

In 2013/2014, as part of the VicRoads Community Road Safety Partnership program, the MIC delivered four programs of the Road Safety Driver Education Program, twenty sessions of the drink and drug driving prevention program "Looking After Our Mates" (LAOM), eight VCRSPP (Victorian Community Road Safety Partnerships Program) Walk with Care programs to increase the safety of older pedestrians from CALD backgrounds, eight TAC Community Mobility Programs in partnership with LaTrobe University 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 six Bike Education programs for children.

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. 112 people completed the program from the Hakha Chin, Falam Chin, Zomi and Karen communities.

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

36 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 2013/2014, 30 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 2014/2015 there are more than 250 people on the waiting list.

Three bilingual members of Burmese ethnic groups representing two dialects – Hakha Chin and Mizo were trained by VicRoads as LAOM presenters in March 2014. Of the ten who received training in 2012/2013, four people speaking Hakha Chin, Zomi/Zo/Tedim Chin and Karen delivered programs to members of their respective communities in their language in 2013/2014. A total of 20 sessions were presented to 188 people from Burmese

backgrounds. Feedback from participants who attended the sessions indicated a high level of satisfaction with the program overall as a way of learning about the dangers of drink and drug driving. An average of 10 people attended each session.

The work undertaken through LOAM was documented in an evaluation report for other community road safety partnerships so that the program can be implemented in other regions across Victoria.

The Walk with Care presentation was delivered to Chinese, Iranian, Hungarian and Italian seniors groups. Approximately 160 people attended the sessions and feedback was positive with people indicating that they had learnt more about pedestrian safety.

The MIC facilitated a presentation of the TAC Community Mobility Program with the Chinese, Iranian, Hungarian and Italian seniors group and a total of 160 people attended. Feedback was positive with some participants requesting a second session on road rules to refresh their knowledge.

The MIC has three trained workers who have completed the bike education train the trainer program. 6 Bike Education sessions were held over three school holiday programs for 90 children aged from 7 to 13 years. The sessions were held at METEC and included 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 2013/2014, 16 volunteer driving mentors received training and 8 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 700 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 Box Hill and KYM Youth Services, delivered the Youth Connections program in the local government areas of Monash, Whitehorse and Manningham. KYM Youth Services is the lead agency.

The program supports young people (aged 13-19 years) who are at risk of disengaging or those already disengaged from education. The MIC's Youth Connections case manager works with clients to address and minimise the barriers to engagement they are facing, such as mental health issues, lack of family support, homelessness, family violence and cultural and linguistic barriers. The case manager assists clients to identify traditional or alternative pathways to education, training or employment, which are the most appropriate for that young person. The overall aim is for the young person to commence, or be re-engaged, in education, training or employment, or to strengthen their current engagement. Referrals come from a number of sources including Centrelink, Department of Human Services, Department of Education, schools, community organisations, existing clients, family members, friends and self referrals.

The majority of clients in 2013/2014 had not been engaged in any formal education for more than six months. The next largest number of clients were recently, or at imminent risk, of disengaging. The smallest number were still attending mainstream school, but experiencing

barriers which were putting their engagement at risk. At MIC the Youth Connections case manager supported those students at Wellington Secondary College, Highvale Secondary College, Mount Waverley Secondary College, and Ashwood Secondary College.

In 2013/2014 the program supported 52 young people. They were supported to attend mainstream schooling, alternative community education programs, self-development courses, VCE, VCAL, vocational certificates at TAFE and social enterprises such as the STREAT hospitality program. When appropriate, young people were supported to learn resume writing and job search skills. To address the young person's barriers to engagement, the Youth Connections case manager made referrals to other services, such as mental health organisations, homeless services, Men's Shed, food banks and liaised with Centrelink.

The MIC Youth Connections Case Manager conducted regular outreach at Holmesglen Foyer program, Headspace Hawthorn and Box Hill Centro, providing a referral point and intake service at these sites.

Youth Programs

The MIC's youth program provides settlement casework services to young refugee and family stream migrants. Youth workers are based at the MIC (Box Hill) and at Ringwood Secondary College, Melba Secondary College and Blackburn English Language School (Maroondah Campus). Casework services provide assistance with employment, negotiating relationships with family and friends, school disengagement and social and recreational opportunities.

The youth program also provides a range of recreation, education and social/personal development programs.

In 2013/2014 these included:

- A 'youth music program' which was jointly funded with a community grant from Maroondah City Council.



Amazing Race participants at EV's April 2014

The program involved weekly music lessons for a group of 12 young people, participants were organised into bands and practiced a song each week. A concert was organised for the conclusion of the program where participants performed in front of an audience. The concert was well attended and involved a range of music, solo instrument and dance performances.

- The 'Amazing Race Day' - 26 young people were put into 4 teams and given a list of youth services to visit in their local area. These included Maroondah Youth Services, Headspace, Youth Connexions, Ringwood fire station, Eastern Community Legal Centre and the Youth Support and Advocacy Service. Teams had to find their own way to these services and answer a list of questions about each service.



Youth Concert December 2013

- Two 'Swimming' programs were delivered in partnership with Life Saving Victoria with an average of 24 participants attending each session. Programs achieved great success with many participants stating they had learnt a valuable life skill and gained knowledge about water safety.

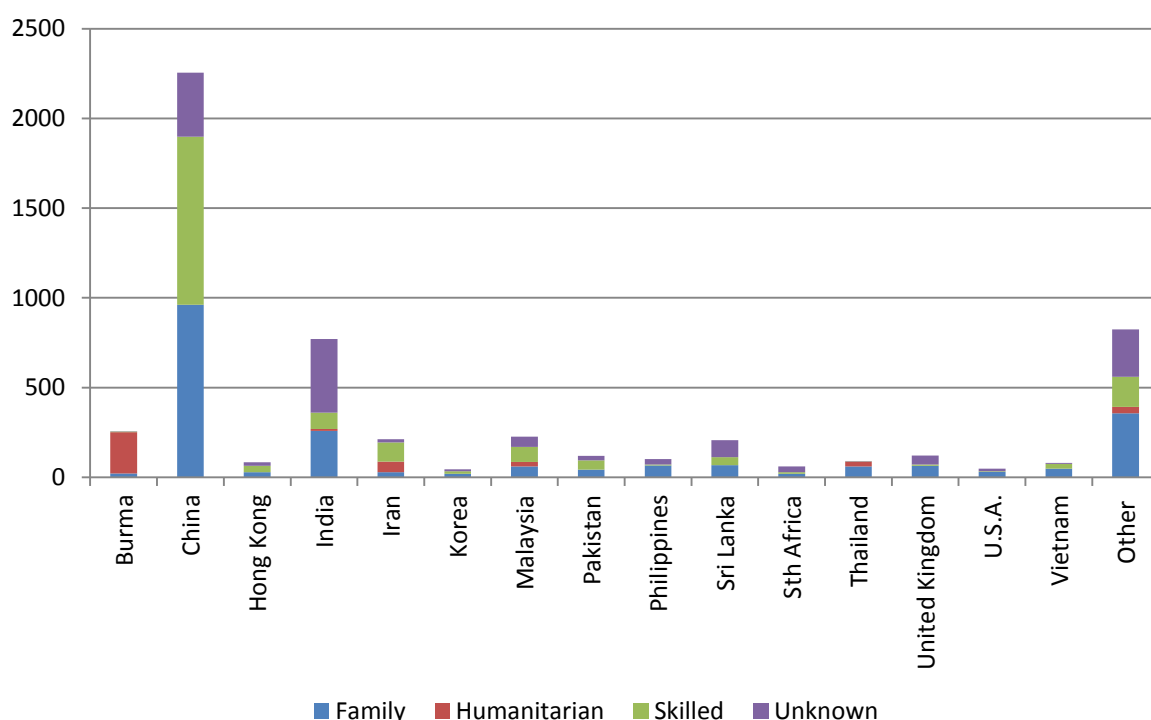
- The Indoor soccer and volleyball competition with six soccer teams and four volleyball teams participating. The program not only created a venue for sports but also a safe and comfortable space for young people to socialise after school.
- 'Zenith' Young men's program which was designed to increase participant's communication, leadership and communication skills through various activities such as rock climbing, movie making and camping. Twelve participants attended the program and feedback indicated that participants had increased their goal setting and self reflection skills and that they would use these in their day to day life. The program was delivered in partnership with Melbourne Youth Initiative.
- Ten young people from different cultural backgrounds participated in the Youth Driver Education Program. The program aimed to assist participants with obtaining a Learner's Permit with a 4-day driver education course. Five young people successfully obtained their Learner Permits and were offered 10 subsidised driving lessons.
- The Youth Employment program was held with eight participants and increased participant's knowledge and skills in job searching, writing a resume and cover letter and gain interview skills. The program consisted of two workshops, two information sessions and one workplace visit.

In addition, two workplace visits were held to 'The Body Shop' and 'Coles Supermarket'. The visits provided participants with the opportunity to ask questions of managers regarding the recruitment process and to gain a better understanding of employer's expectations.

Community Projects

People settling in the Eastern Region in 2013/2014 were born in over 100 different countries. The most common countries of birth for people who have settled in the Eastern Region in the year ending June 2014 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Region by Migration Stream and Country of Birth July 2013 - June 2014



Source: DIBP Settlement Database August 2014

As Figure 3 shows, the largest number of people settling in the region were born in China (2255) followed by India (770). The largest number of humanitarian entrants were from Burma. Over the past five years over 48,000 people have settled from overseas in the Eastern Region including 2475 humanitarian entrants.

Community Forums

In 2013/14 the MIC held a number of information sessions for people from CALD backgrounds. These forums were funded through the Department of Social Services Settlement Grants Program. Example of forums held are detailed below:

Emergency Services Expo

The MIC in partnership with Maroondah City Council, Parks Victoria, Victoria Police, Country Fire Authority (CFA), Melbourne Fire Brigade (MFB), Red Cross, Department of Environment and Primary Industries – Fisheries and Yarra Valley Water held an emergency services expo for newly arrived refugees studying English at Swinburne University's Croydon and Wantirna campuses.

The expo provided an opportunity for them to meet and talk with emergency services and uniformed agencies to learn about fire safety in the home and in the bush, the role of each agency, how they can help them and how and when they should access them. The expo was also designed to break down some of the barriers which can be associated with uniforms by many newly arrived refugees and migrants when settling in Australia.



Participants at the Expo – March 2014

Students were divided into twelve groups and where appropriate bilingual MIC staff assisted them to understand the information they received. Languages spoken by students included Burmese dialects in particular, Hakha Chin, Falam Chin, Mizo, Zomi or Tedim Chin and Karen, Mandarin, Cantonese, Hindi, Punjabi, Persian, Korean, Thai, Vietnamese, Indonesian, Hungarian, Russian and Spanish. To assist agency staff for the expo, the MIC provided a "Working with Interpreters" training course a week prior to the event.

Of the 145 feedback sheets completed by students, 95% rated the expo as excellent, very good or good. 90% indicated that the expo had increased their understanding of fire safety in Victoria and some comments included: *"I know how to be careful and make a safe fire for a BBQ"*; *"Fire safety was useful because I got lots of information about house safety"*; *"After this expo I learnt what to do when I meet a fire accident"*.

In relation to community safety, one person wrote: *"I can remember the emergency phone number easily. They will provide me comfort and confidence and independence."* In conclusion comments were: *"It is very good to be here. All understanding of service organisations in one place is a good experience. Hope you organise these kinds of events very frequently for the benefit of migrants."* *"All is important for everyone and can save people's life and how to follow emergency situation."* *"Today I had a great day more understand everything about Australia, meet some nice friends and teachers."* *"Very useful. Good to repeat information because it reminds us."*

Feedback from teachers and expo staff was also positive with many indicating the value of the event as a good way of informing newly arrived migrants and refugees of emergency services and the role of uniformed agencies in community safety. Teachers made links with emergency services agencies and arranged for on-going information to be taught in the class room. In some cases these links were made with agencies for the first time e.g. Fisheries and Parks Victoria.

Development of a Commercial Enterprise

The MIC held a six week program on starting a Family Day Care business with the Zomi community in May 2014. An average of 19 people attended each session. Sessions were held in partnership with Gateway to Growing Family Daycare. Sessions provided information on the legal requirements for establishing a Family Day Care business including the financial records required. Feedback on the sessions was positive and comments received from participants included:

- *The accountant that came to talk about taxation and bookkeeping is the best information*
- *Everything is important and very useful to me as I have started my business*
- *The Centrelink presenter answered the questions very well and explained clearly to us about the reports – I just wish we could do a mock report based on a case scenario*
- *I plan to start the Certificate III in Children's Services as soon as possible and get started with Family Day Care Services*
- *I think I should improve my English before I get started into Family Day Care Services*
- *I have been thinking about it and I believe that I should get into Family Day Care Services and also be more involved in my church's English conversation classes as it will help improve my English*
- *It has been very helpful as I can make a well informed decision. I plan to pursue it.*

Healthy Lifestyle Programs

Two men's health programs were held in 2013/2014, one with Zomi/Tedim Chin speaking men and one with Hakha Chin speaking men. Both programs which were held over six sessions covered healthy eating, mental health, sexual health, smoking/drinking, liver and kidney problems, exercise and socialising. An average of 13 men attended the program for the Zomi community and an average of 24 men for the Hakha Chin program. Feedback from participants was positive, comments from participants included:

- *Hope we can have these sessions in the future again*
- *The topics covered on all the sessions are very informative and practical*
- *Visual presentation makes it easier to understand the topics*

African Communities

Six information sessions were held with people from African communities in 2013/2014 – an average of 14 people attended each session. Session topics included women's health, career opportunities at the Victorian Electoral Commission, the Census, and volunteering. Feedback from session participants was positive with participants stating that the information delivered was very useful and that the information strengthened their understanding of the topics.

Chinese Communities

46 information sessions were held with people from Chinese speaking communities with an average of 30 people attending each session. Topics included diabetes, fire safety and physical activity, services of Legal Aid, importance of water for well being, the safety of water, water saving tips and understanding bills and



Information session with the African Community October 2013

payment options, child care services, family law and child protection. Feedback was positive with participants stating that the information was clear and would assist them to settle in Australia, it strengthened their understanding of available services and that they would share the information covered in the sessions with their family and friends.

Hakha Chin Community

14 sessions were held with people from the Hakha Chin community in 2013/2014. An average of 14 people attended each session. Topics covered in the sessions included fishing regulations, financial literacy, family violence and political parties and their policies. Feedback from participants indicated that the sessions strengthened their understanding of the topics and increased their confidence in accessing services independently.

Karen Community

14 information sessions were delivered to people from the Karen community with an average of 24 people attending each session. Topics covered in the sessions included childhood illnesses, Australian electoral system and financial law.

Zomi Community

13 sessions were held with the Zomi community – an average of 15 people attended each session. Topics covered in the sessions included financial literacy, child car seats, and fishing regulations.

Daedalus' Daughter – Refugee and Australian Girls Drama Group

In 2014 in partnership with The Workshop and Fresh Youth Theatre funded through the Maroondah City Council Community Grants Program a play was developed and performed. Over a term in 2014 we worked with a dedicated and creative group of girls to create the play "Daedalus' Daughter" with oversight from a terrific drama teacher Dan Nixon.

In total 16 girls from eight different language backgrounds rehearsed as actors, narrators and drummers to produce a beautiful looking play behind a shadow screen that reversed the role of parent/child with the daughter advising and later coming to the rescue of her mother. The play symbolised the role many newly arrived migrant and refugee girls play in their families as translators and helpers as they acclimatise to their new country and language more rapidly than older family members.

The girls performed to packed audiences over three nights in June and received praise and acclaim from the other performers and drama staff for their work. It was wonderful to see the girls gain confidence as the weeks progressed, culminating in their final performance – speaking English in front of a large audience and telling one aspect of their stories.



Daedalus' Daughter actors June 2014

Excursions

The MIC held 13 excursions for refugee communities in 2013/2014. 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, Montrose Park, Croydon Leisure Centre, Seville Waterplay, Edithvale beach and Royal Botanic Gardens.

Over 500 people participated, with feedback indicating that they enjoyed the excursions and would take their family and friends on the same or similar excursions.



Beach excursion with the Karen community January 2014

Sporting Competition

The MIC held a soccer competition over three days in November 2013. Seven teams competed (African, Hakha Chin, Zomi, Karen, Falam Chin and Mizo) with over 350 people attending over the three days. The competition was held at Croydon City Arrows club grounds at the Dorset recreation reserve in Croydon.

Verbal feedback was positive with the communities enjoying the competition and the opportunity to play and socialise together. The competition was organised with the captains of each team and feedback from the captains identified that they enjoyed being involved in organising the event. Team members assisted as lines men when their team was not playing. Information about local sporting clubs was distributed to communities. The African team won the 2013/2014 Multicultural Cup.

Social Gathering

The MIC held a social gathering for 120 MIC clients and volunteers at Ringwood Lake in December 2013. The day included a BBQ and games for the children. A number of communities participated including Zomi, Hakha Chin, Iranian, Iraqi and Karen. Informal feedback indicated that people enjoyed the opportunity to socialise and meet new people and the children enjoyed the games. People indicated that they would return to Ringwood Lake for future picnics.



Social Gathering December 2013

Support to Refugee Community Associations

Through the Department of Social Services Settlement Grants Program the MIC provided support to refugee community associations. In 2013/2014, 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 were designed to provide information to community leaders about MIC programs, other programs that are available through mainstream agencies and funding opportunities. The meetings also provided a forum for community leaders to learn from each other and talk about settlement issues impacting on their communities. In 2013/2014 issues discussed at meetings included funding opportunities, soccer competitions, organising youth subcommittees within Associations, fishing regulations and fire safety in the bush. Guest speakers at meetings included Museums Australia, Eastern Community Legal Centre and Maroondah City Council.

Meetings were also held with individual communities to identify community needs and implement programs to meet these needs. For example the meetings with the Falam

community identified several areas of need within the community and activities that they wished to work towards, including: Chin Harvest Festival Celebrations, a swimming program for community members, developing a Tax Help system to assist community members to understand tax obligations and to complete and lodge tax returns, English conversation classes, a SaverPlus program and running Citizenship training for community members.

The MIC facilitated an initial meeting for the community leaders with a representative from the Australian Taxation Office (ATO), whereby the Tax Help system for training volunteers from the community to become official Tax Help volunteers was discussed with the group. MIC also assisted in the coordination of the Central Ringwood Community Centre Manager to attend the meeting, to discuss the possibility of leaders using the centre to assist community members with their tax returns. The outcome of this meeting was that community leaders with the support of MIC RAP workers have begun a training program to learn to become Tax Help volunteers. They hope to complete the training in July 2014 and assist community members to complete and submit their tax returns for the 2013/2014 year.

A SaverPlus program and swimming classes were implemented for the community with assistance from MIC staff from the Refugee Action Program.

Community leaders were continuing to work on the development of English conversation classes and citizenship training and hope to implement this in 2014/2015.

A grant writing workshop was held for community leaders. A grant manager from Victorian Multicultural Commission (VMC) was invited to deliver the workshop in Ringwood, where she discussed the VMC funding programs and to give advice and tips for community leaders in preparing and writing grants. 10 community leaders attended the session, where they asked questions and discussed their proposed projects for the upcoming Festivals and Events Funding Program. Participants were each provided with a copy of the presentation delivered by VMC and were encouraged to contact VMC with further questions.

Following the workshop, community leaders were encouraged to write the Festivals and Events Funding Applications on their own, and contact MIC staff for checking and assistance. Community leaders from two communities completed draft applications with much less assistance from the MIC than has been requested in the past. Community leaders had thought about their projects and planned budgets with minimal direction from MIC staff, who instead assisted in proof reading and discussing practicalities of projects proposed.

Aged and Disability Programs

The MIC delivered 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 2013/2014 programs included:

Supporting CALD Communities Project

The Supporting CALD Communities project is funded through the Federal Department of Social Services through the Aged Care Service Improvement and Healthy Ageing Grants program. 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 in addition to building the capacity of health and aged care services to provide high quality culturally and linguistically appropriate health and aged care services. The objectives are being achieved through providing aged care information to CALD communities, fostering relationships 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 2013/14 included:

Information Sessions

9 information sessions on aged care and carer support services were delivered to various community groups including senior citizens groups and community social clubs. The communities targeted were the Polish, Hungarian, Iranian, Egyptian Coptic, Macedonian, Maltese and Chinese.

Each information session was delivered in the usual club venue and on a regular club day, therefore making it more convenient for members to attend. A total of 472 community members attended the 9 sessions. The information sessions were delivered in partnership with aged care and carer support organisations such as the Aged Care Complaints Scheme, Australian Hearing, Carers Victoria, Cancer Council Vic, Centrelink, Knox Community Health Service and MIC's Access & Support Program.



Information session at Iranian Seniors Society of Victoria - November 2013

Feedback received from the sessions was very positive with 94% of 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 92% responding they would share this information with their family and friends.

The following are a selection of comments from several information sessions:

- *The information provided today is very useful. Please do it again.*
- *Thanks a lot I paid great attention.*
- *Very good presentation. Hope you can do more in the future.*
- *It was very important because years back nobody cared.*
- *Well informed.*
- *It was excellent and we learnt many things which we were not aware of.*
- *It's very useful especially for elderly people.*
- *It's a good program.*
- *Thank you very much.*

After delivering information sessions, MIC and/or aged care service providers set up information desks at the senior citizens group meetings for individuals who would like further information about services and how to access them. In cases where feedback suggested interest in other areas or topics, the project worker strived to meet this with additional information sessions for these community groups.

Service Expo

A service expo was held in February 2014 at the Indian Senior Citizens Association of Victoria to raise communities' awareness and understanding of aged care and carer support services. Over 100 people from the Indian community participated in the expo and 11 service providers including aged care services, cancer and other health support services, carer support, dementia care, community health services, respite services, and local Council's aged and disability services participated and provided information on their services to the community. A total of 125 show bags were handed out with information from additional service providers that could not be present on the day.

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. The majority of participants felt the expo helped them understand who to talk to and how to access aged care and carer support services, now and in the future.

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:

- *Table presentations enabled more personalised information delivery.*
- *Table presentation and people coming to the displays were both very good. We had lots of queries about eligibility for support and interested people wanting information.*
- *This group whilst highly represented in the area does not use our service very much so it was very good to provide information.*
- *Great opportunity to inform the Indian community about our services.*
- *Got to explain our services very thoroughly.*



Indonesian Cultural Dance Performers at Indian Service Expo February 2014

The increased understanding between service providers and community members was a highlight of the day.

Service Tours

Two service tours to aged care facilities were conducted to increase understanding of available services. An average of 18 people attended each service tour with four service providers including residential aged care services involved across both tours.

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 36 older people from the Egyptian Coptic and Korean communities participated in the tours. The participants indicated that the visits had helped them to understand about residential aged care facilities in Australia, in summary, the type of rooms available, the environment of the facilities, the programs for residents and the costs to enter residential care.



Egyptian Coptic Service Tour to BlueCross Hansworth residential facility – September 2013

All participants said they would recommend these aged care residential services to family and friends. The links made between service providers and diverse community groups has proved valuable for increasing knowledge about each other.

‘Tastes to Remember’ Forum

The ‘Tastes to Remember’ forum was held in May 2014 in partnership with Uniting Care Community Options, Commonwealth Respite and Carelink Centre and Alzheimer’s Australia Vic. 130 community members from the Chinese, Maltese, Korean, Macedonian and Hungarian 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 May 2014

Feedback received was very positive. Participants indicated that they 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.

Cultural Celebration Days

One cultural celebration day was held at Wesley St Marks Adult Day and Respite Centre. 20 people including residents and staff at Wesley St Marks and 20 people from the Indian Senior Citizens Association of Victoria gathered together to celebrate Indian Independence day. The celebration helped establish relationships and enhance mutual understanding between the Indian community and aged care service. The day included making Indian flags and colourful brooches together, some traditional song performances, clothing, drinking Indian chai and sharing an Indian meal together. All participants reported that the Cultural Celebration Day was a good way of sharing their culture. The majority also reported it helped them understand residential care and how to contact this service in the future.

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 and carer support services in the Eastern Region. Topics included understanding people from Sri Lankan, Chinese, Polish, Hungarian, Greek and Slavic backgrounds. Each session included information on local demographics, customs and beliefs, attitudes towards aged care, perceptions about carers and caring, information about death and dying, barriers in accessing aged care services as well as tips on working effectively with people from these backgrounds. A total of 98 people attended the sessions with an average of 25 participants at each session.

Comments included:

- *It has helped me to be more aware of cultural sensitivities that I would need to work with*
- *Shall be mindful of different beliefs and cultures within same country of origin*
- *I can now see why it is so important to show respect and be open minded when seeing a person from a region from the Former Yugoslavia*
- *Reminded me not to stereotype and to especially consider that person's era of migration as to their perspective to how they accept services etc.*
- *Great assistance to me as a support worker in aged care*
- *Given greater understanding of their traditional beliefs and customs helps our understanding of the person*



Members from Indian Senior Citizens Association of Victoria show how to wrap a turban

Feedback was drawn on to gauge interest in other cultural topics which the project worker will use to guide topics for future cultural briefing sessions organised.

Good Practice Forum

The 'Culturally Responsive End of Life Care' Good Practice Forum was held on 8th May 2014. 75 people from over 35 aged care and carer support services participated. 8 presenters and panel speakers from diverse cultural backgrounds representing 8 organisations showcased their good practice examples, tips and resources at the forum.

A feature of the day was an afternoon panel with four speakers from Vietnamese, Chinese and Greek backgrounds who shared their understandings of cultural perceptions of end of life and palliative care. Participants were encouraged to ask questions and contribute to the discussions held during the forum.



*Participants at the Good Practice Forum
May 2014*

Feedback was very positive with all participants reporting that the forum increased their understanding of what is culturally competent practice and that they will do something differently in their job. Comments included:

- *Very useful and informative sessions.*
- *Absolutely interesting and educational.*
- *It was great that there were many different roles and experts who spoke.*
- *Best forum I have ever attended. It's so beneficial, keep up with the good work.*
- *Besides the information given, the avenue to source resources has been very helpful.*
- *Very informative session, well presented by all speakers involved today. Great day.*
- *We have residents from different cultural backgrounds. The information from medical practitioners and the panel speakers were very helpful.*
- *The quality of the presenters was far greater than expected, well organized, thanks.*

When asked to reflect on what culturally responsive service participants would continue to provide or would do differently in their job because of this forum, comments included:

- *Being aware that one size doesn't fit all.*
- *I will be aware of the needs of different cultures.*
- *I will ask relevant questions to the family about end of life care for their patient. More aware of what questions to ask.*
- *Be more confident to ask CALD clients and families what is appropriate.*
- *Not generalize about culture and religious needs. Everyone's case is different.*
- *Respecting each culture and their values while providing person centered care.*
- *To place more importance on culture and differences during a time of palliative care. To use the new information in a direct and confident way.*
- *Provide a kit that provides all carers with appropriate information especially in the area of contacts/resources that they are able to access.*
- *Further study of different people's cultural background as to be able to help/respect people's wishes at the best of my ability.*
- *"Be aware", do not "box" people into "cultures". It is always "resident focused".*
- *I will refer to and use more CALD resources and information.*
- *Encourage choices, biographies, one size does not fit all.*
- *Being aware that cultural diversity is critically important in palliative care to help support them and not making assumptions.*
- *Be open to all cultures and have no preconceived expectations.*

- *I will try to simultaneously make fewer assumptions and also try to gain more information regarding spiritual and cultural needs.*
- *This information will be presented to all the staff at CNS- RN1 and PCA, to increase their knowledge and how they care for clients. Continue translating documents used for clients; review assessment documents and update.*



Access & Support Program

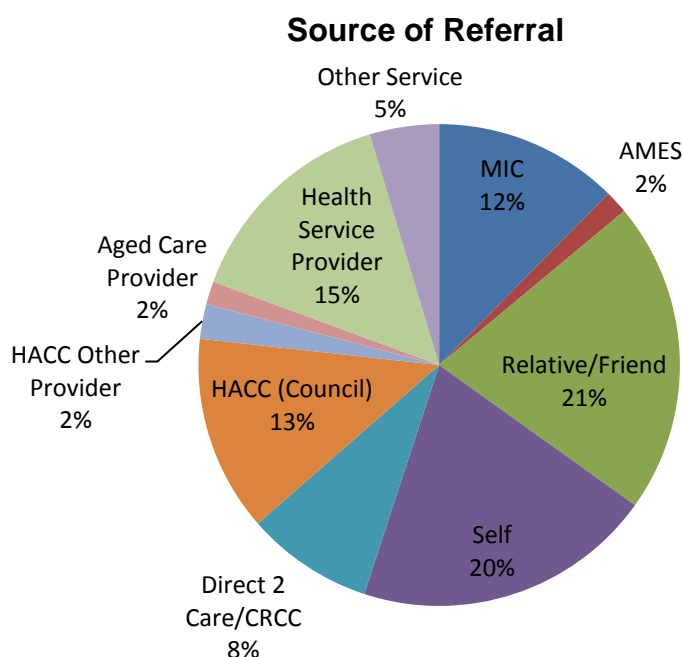
In 2013/14 the MIC received funding from the Victorian and Commonwealth Governments under the Home and Community Care (HACC) program to provide the Access & Support (A & S) Program.

The A & S Program assists people who are eligible for HACC services to access HACC and other services they need to stay living 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 can include cultural and linguistic diversity, financially disadvantaged and at risk of homelessness, dementia and Aboriginal and Torres Strait Islander. The MIC A & S program is one of approximately 50 similar programs in Victoria and one of 7 in the EMR. The MIC A & S program is not limited to individuals from CALD backgrounds.

Achievements

Referrals & clients

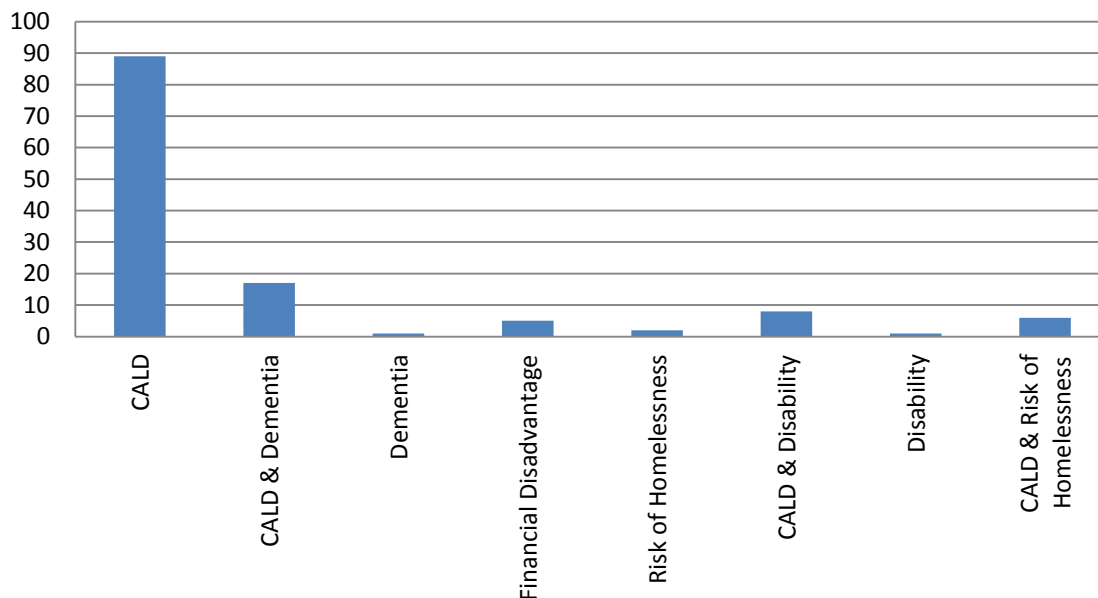
In 2013/2014 A & S received a total of 129 referrals and assisted 103 clients. Referrals came from a range of sources. The largest number of referrals came from relatives/friends (21%) and the second largest were self referrals (20%).



Diversity Issues

The A & S program assisted clients experiencing difficulties to access HACC services due to their diversities. Many of them have complex needs and multiple diversities e.g. CALD & Dementia, CALD & Disability and CALD & at Risk of Homelessness.

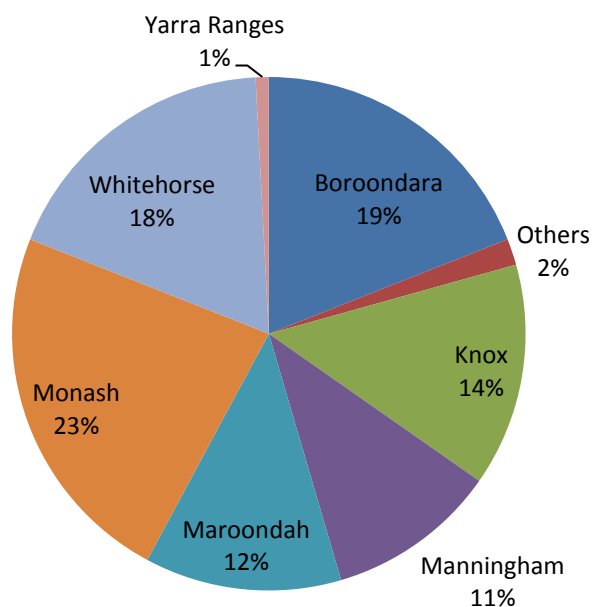
Diversity Issues



Local Government Areas

Clients were spread across the EMR with the largest number living in the Monash local government area and the second largest in the Boroondara area.

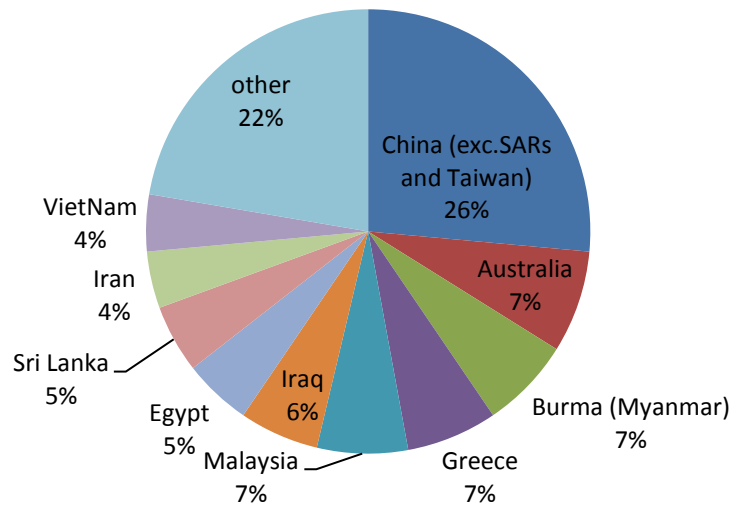
Local Government Areas of Clients



Country of Birth

In 2013/2014, the largest number of clients were born in China. Other countries of birth included Australia, Burma, Greece, Malaysia, Iraq, Egypt, Sri Lanka, Iran and Vietnam.

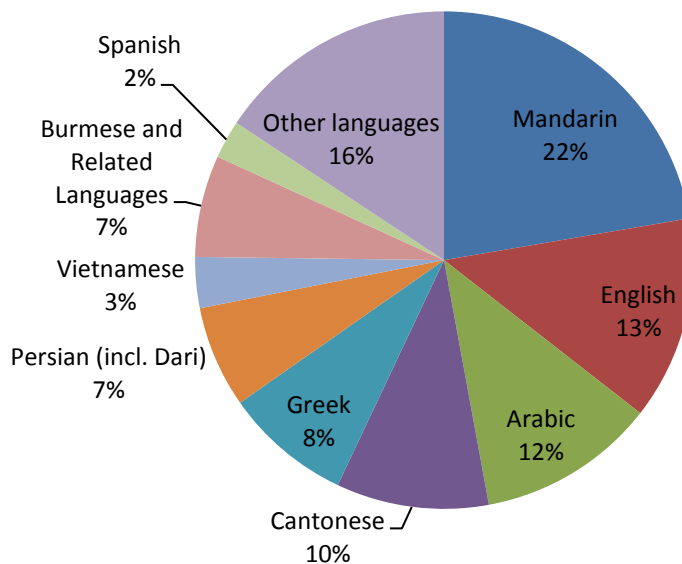
Client's Country of Birth



Language Spoken

The most common language spoken by our clients was Mandarin, followed by English, Arabic, Cantonese, Greek, Persian, Vietnamese, Burmese and related languages and Spanish.

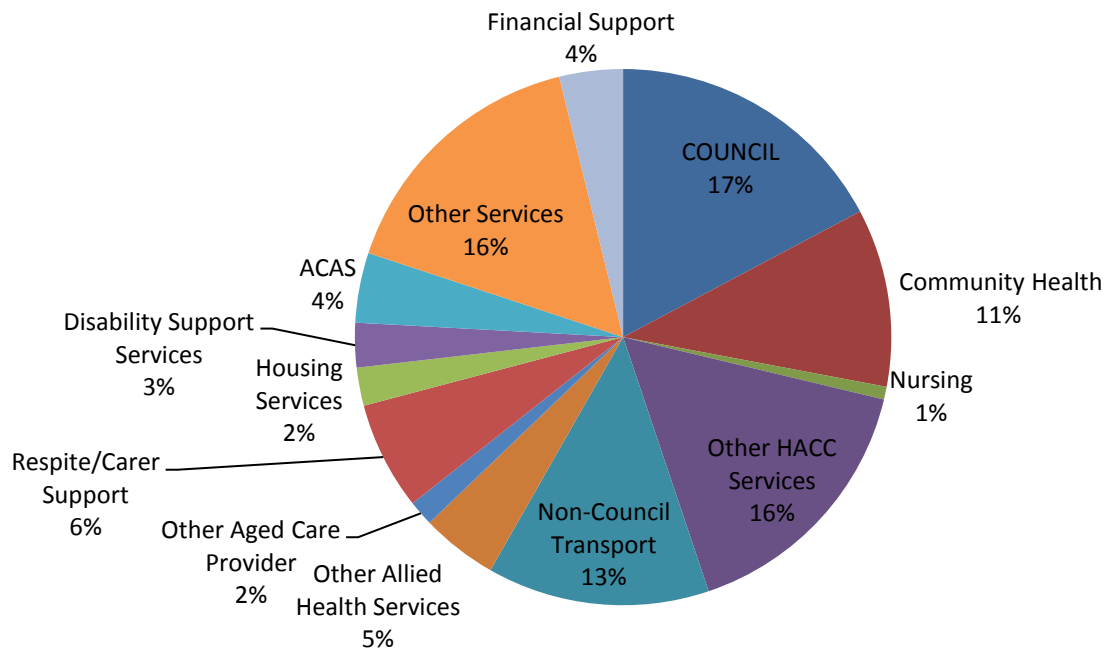
Language Spoken



Outgoing referrals & services accessed

A total of 261 referrals were made on behalf of A & S clients in 2013/14. This included 45 referrals to Council services and 28 to Community Health Services (CHS).

Outgoing Referrals



With the assistance of the A & S program:

- 49 clients received Council HACC services such as home care, personal care, respite, meals on wheels, social support and transport services.
- 31 clients received allied health services such as physiotherapy, occupational therapy, podiatry, dietetics, dental and counselling services.
- 21 clients accessed other HACC social support services such as Planning Activity Groups (PAG).
- 19 clients were assessed by the Aged Care Assessment Services (ACAS).
- 18 clients received Commonwealth Home Care Packages.
- 17 clients received other HACC and non HACC transport services.
- 10 clients received other respite and carer support services.
- 7 clients were assisted to link to appropriate housing support services.
- 7 clients received Department of Human Services Target Group Assessment, or other disability support services.
- 7 clients accessed other social support groups such as senior citizens groups, woman's groups.
- 5 clients received Multi Purpose Taxi Program services.
- 4 clients received nursing services.
- 4 clients accessed financial support services such as material aid.
- 2 clients accessed other HACC services such as home maintenance, spring cleaning
- 2 clients received mental health services.
- 17 clients received other services such as AMES Home Tutor Program, Broadband for Seniors, council disability parking permit, counselling, power of attorney, computer classes.

Links with service providers

In providing A & S to clients, workers established links with approximately 81 service providers including local government and community health services, the Royal District Nursing Service, Carer Support Services, Aged Care Assessment Services, Salvation Army Eastcare, Commonwealth Home Care Package Providers, Department of Human Services Disability Intake and Response Service, disability support services and a range of planned activity groups.

Client Feedback

The A & S Program surveys clients who have exited the program by telephone. In 2013/14, 30 surveys were completed.

Respondents reported that the A & S Program helped to link them with different services including - housing, aged care package, Council services such as home care and personal care, planned activity group, physiotherapy, English classes, friendly visiting, exercise classes, nursing, gardening, case management, carer payment, transport, OT assessment, home modifications such as rails, equipment such as walking frame and shower chair, meals, respite, allied health, taxi card, personal care at the weekend and Linkages.

Several respondents said the program provided useful information about services. One said the worker helped to negotiate with Council and another said A & S helped them with where to start and who to contact. One respondent said that while the A & S service was good there is a lack of cultural and language specific services to meet their needs.

Other results from the survey were:

- 81% of respondents said they would not have been able to find the services without the help of the A & S worker;
- 87% were completely satisfied with the help they received from A & S;
- 100% said they could contact the A & S worker when they needed to;
- 100% said the worker listened to them and understood what was important to them;
- 100% said the worker helped them to understand what services are available and to make choices that were right for them;
- 80% of respondents said they now feel more confident to contact services;
- 93% said they would recommend A & S to other people.

Comments from clients included:

- *"I have diabetes and have had 4 operations. The new accommodation is better for me. I couldn't keep doing all the jobs in the old house."*
- *"(the worker) was very sympathetic, listened and heard what we wanted. We recognise that this could not always be provided but she did understand what we wanted"*
- *(I) "was given the choice to decide whether to go ahead"*
- *"I have more confidence now and my English is better. I ring my doctor, the podiatrist and diabetes nurse."*
- *(The worker) "tried her best. She sent all sorts of people to assist us. It didn't always work out but she did her best in finding the services."*
- *"(the worker) explained services for carers to me which was very helpful. My mum is very reluctant to be cared by other people. I am trying to take her out more often and let her socialise with other people. Hopefully this will help change her mindset."*
- *"I was very stressed and exhausted before (the workers) came to help my mother. It was a great relief that I know I have someone to rely on."*
- *"If A & S program can form a good relationship with all stakeholders so you can make our application quicker. Carers don't have enough time or knowledge of who to contact. It is frustrating to dial 1 300 numbers as you can easily get lost."*

Service Provider Feedback

In November 2013, the MIC A & S program surveyed a small number of workers from local service providers about the A & S service provided by the MIC. The aim was to find out the experience and opinions of those workers to assist to make improvements to the program. The MIC A & S program had been operating for 16 months at the time the survey was sent out.

Survey Monkey was used to collect the feedback and the link was sent to 33 workers identified by A & S workers. Fourteen workers (42%) responded to the survey. Five respondents worked in assessment, three as care coordinators or caseworkers and three as team leaders/coordinators, two were allied health workers.

Most respondents had been in contact with A & S between two and five times. Thirteen respondents had telephoned for information and advice, 12 had provided services to an A & S client and 11 had received a referral from A & S.

Overall, the 14 respondents to the survey about the MIC A & S program were very positive about how the program operates and the usefulness and benefits of the program to the organisation and the clients. For example, 86% (12) of respondents were satisfied to very satisfied with the knowledge of workers and workers' understanding of what is important to clients; 79% (11) said the A & S program was useful to extremely useful for providing opportunities to work together to improve access to services for people from diverse backgrounds; and 86% (12) of respondents said they would definitely recommend A & S to other clients or workers.

The feedback also highlighted that A & S could give more feedback to other workers involved with the client and the referring agency about the progress of the client; follow up any issues for the client or provider as soon as possible and improve the quality of referral information.

Communication & Promotion Activities

A & S continued to be promoted to both community members and service providers in the EMR. In 2013/14, the client service brochure was updated and translated into 4 additional languages – Arabic, Farsi, Hindi and Punjabi. The translated brochures were uploaded onto the MIC's website.

Promotional activities included:

- Presentations about HACC and A & S to over 800 individuals from 16 seniors groups or Expos targeted at seniors in the EMR.
- Promotional materials were mailed out or dropped at various organisations including social support groups, community health centres, senior citizen's centres and churches.
- Attendance at community gatherings and expos.
- Seven presentations to over 138 workers and volunteers through networks and team meetings, including Inner East Melbourne Medicare Local, EMR HACC Alliance, Partners in Recovery workers, Care Connect Network, Whitehorse Council Assessment Team.

Meetings and Networks

To ensure ongoing promotion of the A & S Program, maintain links with current service providers and increase knowledge of new services and changes to existing services, A & S workers regularly attended over 20 network meetings across the EMR and statewide. These included the HACC General Alliance, EMR A & S Program Focus Group, ECCV Peer Support Network for A & S, ECCV Management Network for A & S, EMR A & S Peer Network, Eastern Elder Abuse Network, Eastern Dementia Network, Inner East PCP Service Coordination Advisory Group, Maroondah Healthy Ageing Network, Outer East Aged Care

Network, Outer East PAG Coordinators meeting, Outer East Health and Community Support Alliance Forum, Boroondara Aged Service Providers Association, Monash Interagency Network, Monash Senior Citizens Forum, Community Aged Service Providers Network of Whitehorse, Monash Interagency Network, Manningham Aged and Disability Network, Manningham HACC Service Providers Network, Whitehorse Older Persons Action Group, and Yarra Valley Network.

In addition, A & S workers attended consultations and forums about service developments such as the Department of Health and Ageing Consultation for HACC Group 2 Providers, Workshop about ASM Review, Commonwealth consultation about HACC services, DSS My Aged Care consultation, DSS Aged Care Forum, EMR HACC consultation, BASPA forum and Stakeholder Consultation-Boroondara Cultural Diversity Plan 2014-18.

Enquiries & 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.

- 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 45 occasions.
- Agencies requesting information included: Community Health Services, Aged Care Assessment Services (ACAS), AMES (Adult Migrant Education Service), Department of Human Services Office of Housing, Carer Support Service, Direct 2 Care, community housing services, hospital social workers, palliative care services, mental health services, local Councils, other A & S program workers, planned activity groups (PAG), volunteer resource centres, private allied health practitioners, district nursing service, ethno specific agencies and other aged care providers.
- Types of information requested included the availability of ethno-specific social support groups/PAGs/respite, Day Centres/residential facilities for people from Afghan, Arabic, Chinese, Croatian, Egyptian, Former Yugoslavia, Greek, Indian, Italian, Japanese, Persian, Polish, Russian, Sri Lankan, Turkish, and Vietnamese backgrounds; aged care and disability services for newly arrived refugees; eligibility for services due to visa situation; support options in other regions; cultural resources for diversity planning; how to use interpreter services; how to recruit CALD volunteers; how to increase numbers of participants from CALD backgrounds and how to provide culturally appropriate services to people and their carers from CALD backgrounds.
- A & S workers responded to 71 enquiries in 2013/14. Most enquires are from older individuals or their relatives looking for specific types of services to assist them. For example, to find out options when they are no longer able to care for themselves; transport options and application process for a Multipurpose Taxi Card; appropriate Day Respite Centres and residential facilities for a person from CALD background; help with applying for a Disability Parking Permit or Centrelink Carer Payment/Allowance; local social groups and culturally specific groups; or contact numbers for their local A & S support program.

Active Service Model (ASM) & Diversity

A review of what has been completed on the current ASM & Diversity Plan was submitted to the Department of Health in May. Priorities and strategies were also submitted for the next financial year (2014-15).

Under the ASM in 2013/2014 the MIC planned to review service delivery to reflect ASM principles; increase understanding of ASM as it applies to the diversity framework; and

identify issues and themes that prevent delivery of ASM in HACC services. Key activities that were undertaken by A & S workers towards these objectives were:

- Developed quick summary of key ASM messages and ASM in practice for workers to refer to;
- Established procedure to collect data about delivery of ASM in A & S to reflect on practice;
- Client feedback survey was modified to incorporate 3 ASM related questions;
- Attended all 5 HACC Alliance meetings 2013/2014;
- Attended 4 Network meetings with ASM related presentations;
- 2 workers attended ASM related HACC Training Oct 2013 - Conduct Individual Assessment;

Work will continue on these ASM objectives in 2014-15.

Objectives in the Diversity Plan for 2013/2014 were to implement A & S to increase access to services for people who may be disadvantaged due to their diversity; increase awareness of and access to services for specific emerging ageing CALD communities in EMR, including Chinese, Malaysian, Indian and Sri Lankan; and increase understanding of people at risk of homelessness and the issues they face in accessing support services and provide support to individuals.

Activities undertaken towards these objectives included:

- Added diversity information to intake details of new referrals.
- Kept records of and reports on outgoing referrals.
- Team meetings discussed and recorded access to services issues.
- Identified that CALD clients from smaller communities who were seeking social support but reluctant to attend mainstream PAG for language and cultural reasons: Developed a plan to address this issue and had discussions with Villa Maria and Eastern Volunteers on ways that small clusters of clients from a similar background could attend a group together.
- Researched Malaysian community in EMR and found they were geographically dispersed and often attended Chinese, Tamil or Indian groups. Some Malaysian born people speak English well and are highly educated while others are isolated and have low English proficiency, requiring support. Promoted the A & S program at city alumni group and Malaysian restaurants.
- 32 clients assisted by A & S in 2013/2014 were from China, 7 from Malaysia, 6 from Sri Lanka and 1 from Indian backgrounds.
- Held 14 information sessions for CALD seniors groups - 4 Greek, 2 Indian, 1 each for Hungarian, Iranian, Macedonian, Chinese, Karen, Slavic and Egyptian Coptic, and a multicultural group. These sessions were attended by 866 people.
- Promoted the service at Port Phillip Social Housing Ashwood estate, at Hawthorn Office of Housing estate, and promoted program to Salvation Army Eastcare aged housing support services. 12 clients in 2013/2014 were identified as at risk of homelessness.

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 2013/2014 \$6680.75 was raised through fundraising including sausage sizzles held with the support of Bunnings, a movie afternoon and donations. In 2013/2014 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" was published monthly by the MIC. The newsletter provided information on new initiatives for CALD communities and was 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. 13 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 Department of Social Services 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 2013/2014, 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, 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 as well as increasing their English language proficiency. 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 number of MIC homework support programs has steadily increased from 2 to 6, with an additional program commencing at the beginning of 2013/14 financial year. Homework support programs, held weekly during school terms, assist newly arrived children and youth to manage their homework 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 2014/2015 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 language 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 to CALD families and individual and couple counselling to humanitarian entrants.

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

We will recruit volunteers to visit people from CALD communities who are socially isolated and in receipt of Commonwealth funded aged care packages or who are living in residential care.

Services to Migrant and Refugee Communities

The MIC will continue to work with newly arrived communities including people from the Hakha Chin, Falam Chin, Karen, Mizo, Zo and Zomi communities of Burma and Iran. Information sessions on a number of topics including financial literacy, voting and the Australian electoral system, parenting, women's health and healthy living will be held.

We will continue to hold the Migrant Communities' Network to assist us to identify the service needs of refugees and family stream migrants with low English language proficiency and to develop and implement strategies to meet identified needs.

We will assist refugee communities to strengthen their ability to support their community members.

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.

We will provide 16 information sessions to people from CALD communities on after hours medical services.

Services to Agencies

In 2014/2015, 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 2014.

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 - resigned 31st March 2014
Mr Brad Cooper - resigned 31st March 2014
Ms Jenny Jackson - resigned 31st March 2014
Mr Kai Leung – appointed 1st April 2014
Mr Peter McPhee
Ms Fiona Purcell
Mrs Serena Seah – appointed 1st April 2014
Mr Brian Thompson – appointed 1st April 2014

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 6500 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.
- Private rental housing was secured for 82 families.
- One hundred information sessions were given to newly arrived refugee communities. Over 2000 people attended the information sessions over the past 12 months
- Six homework support programs were offered at the Croydon, Knox and Mooroolbark libraries and in three primary schools in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 20 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 18 volunteers.
- Assisted over 150 people to access Home and Community Care Services and other aged care and support services.
- Assisted 47 young people to re-engage with school, employment or training.
- Developed and delivered an eight week program for Iranian women who are experiencing, are at risk of experiencing, or are experiencing, family violence. 8 women attended the program.
- Provided family support to 47 families – this work included 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, 01/04/2011 and 01/04/2014

Aliakbar is Professor and Leader of the Energy Conservation and Renewable Energy Group in the School of Aerospace, Mechanical and Manufacturing Engineering, RMIT University. Aliakbar has been actively involved in community activities for over 30 years. Aliakbar was a founding member (1982) of the Iranian Cultural School in East Doncaster where he was also a volunteer teacher for 15 years. He has served two years as the Vice President of the Iranian Society of Victoria and presently is the Vice President of the House of Persia Community and Cultural Centre. For the last 18 years Aliakbar has been also a volunteer with Do Care (Wesley Mission) looking after isolated elderly people.

Mr Brad Cooper

Appointed: 01/04/201, resigned 31st March 2014

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

Mr Eric Chen OAM, JP

Appointed: 01/04/2005 and reappointed on 01/04/2008 and 01/04/2011, resigned 31st March 2014

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, 01/04/2011 and 01/04/2014

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 19 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, resigned 31st March 2014

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 Kai Leung

Appointed: 01/04/2014

Kai currently practises law as a partner in a Melbourne-based law firm. Before becoming a lawyer, he spent more than 10 years managing corporate services as CFO of public-listed and private companies. He has a strong interest in the successful settlement of migrants and refugees. Kai read law at Monash University, holds an MBA and a BBus, and is a Fellow of CPA Australia.

Mr Peter McPhee, Deputy Chairperson from April 2005

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

Peter has extensive experience in managing community based organisations. Peter was a director of the MIC's first board; he was a director of Vasey RSL Care and RSL Veterans and Widows Trust. Peter is a former Chairman of the Australia Day Council (Vic) Inc and an active member of Rotary.

Ms Fiona Purcell, Secretary

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

Fiona has a Masters of Education Leadership and Management and has been secretary of the Migrant Information Centre (Eastern Melbourne) since April 2008. Fiona has many years experience in the educational sector. Fiona is currently the Executive Officer of the Outer Eastern Local Learning and Employment Network and has been in this position for eleven years. 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 organisations.

Mrs Serena Seah

Appointed: 01/04/2014

Serena has a Masters of Education and has taught English to migrants and refugees for eight years at Swinburne TAFE. She serves as the coordinator for the Volunteer Tutors Program and has organised employment forums for new arrivals to Victoria. Serena further advocates for the needs of migrants and refugees through her membership of the Knox Multicultural Advisory Committee.

Mr Bryan Thompson

Appointed: 01/04/2014

Bryan has travelled and lived across Africa, Asia and India. He has extensive experience in senior management roles in aeronautical commercial businesses both in Melbourne and overseas. Bryan has also been the Chairman of charitable trusts in South Africa and participated in Board activities in India as well as on an International Board for the Airport Council International. Bryan holds a MBA and is a graduate from the Australian Institute of Company Directors.

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	6
Mr Akbar Akbarzadeh	11	7
Mr Eric Chen	8	7
Mr Brad Cooper	8	7
Ms Jenny Jackson	8	6
Mr Kai Leung	3	3
Mr Peter McPhee	11	10
Ms Fiona Purcell	11	7
Mrs Serena Seah	3	2
Mr Brian Thompson	3	1

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 2014 the number of members was 28. The total members' guarantee amounted to \$280 (2013: \$380).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year 30 June 2014 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.



Robert Colla

Dated this 20th day of August 2014

Statement of Comprehensive Income
for the Year Ended 30 June 2014

	2014	2013
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
Attorney General's Department	-	3,041
Department of Social Services	1,478,294	1,283,348
DIBP- IAAAS	18,745	20,812
DH	285,075	381,997
DHS	22,998	38,526
City of Boroondara	-	2,000
City of Knox	9,732	306
City of Manningham	560	1,975
City of Whitehorse	2,791	2,988
Community Development Projects	-	-5,000
CMY	-	8,466
Department of Justice	-	9,240
Department of Premier & Cabinet	3,351	2,168
EACH	-	6,000
Environment of Victoria	-	911
KYM Youth Connections	103,600	87,507
LAMP Project	-	19,575
Lord Mayor Fund	-	25,774
Maroondah City Council	5,455	-
Medicare Local	19,630	3,120
VMC-OMAC	127,177	101,978
Scanlon Foundation	-	3,840
Settlement Support Fund	8,641	11,306
Vic Roads	31,904	23,889
Victorian Women's Trust	563	2,245
Yarra Ranges Council	4,720	4,651
Minor Projects	7,866	26,313
Interest	23,298	23,849
Other income	11,594	69,533
TOTAL REVENUE	2,165,994	2,160,358

Statement of Comprehensive Income
for the Year Ended 30 June 2014

EXPENSES	Note	2014	2013
		\$	\$
Employee Benefits Expenses			
Professional Development		9,445	11,557
Recruitment Staff		350	1,941
Superannuation		144,564	129,649
Wages & Salaries		1,442,963	1,328,337
Holiday Pay		116,294	114,106
Work Cover		13,033	16,546
Long Service Leave		50,506	49,475
Employer Expenses - Other		150	-
Total Employee Benefits Expenses		1,777,305	1,651,611
Depreciation Expenses		16,560	15,149
Other Expenses from Ordinary Activities			
Audit		3,490	6,409
Board Expenses		361	189
Bank Charges		970	4,598
Computer System (excl capital expenses)		12,109	15,516
Dues & Subscriptions		4,091	3,624
Insurances		8,027	5,973
Motor Vehicle Expenses		29,440	25,442
Photocopier		1,914	1,726
Postage		6,751	8,264
Rent & Utilities – Office		61,803	55,335
Repair and Maintenance - General		-	68
Regulatory Fees & Charges		-	43
Stationery		12,186	15,440
Telephone		23,576	23,421
Service Delivery - Interpreting & Translating		40,343	38,102
Service Delivery - Meeting Expenses		11,998	12,270
Service Delivery - Direct Client Support		7,297	9,870
Service Delivery - Printing		6,280	13,956
Service Delivery - Volunteer Expenses		2,108	1,038
Venue Hire		17,780	25,169
Facilitators/Speakers Payment		14,823	87,672
Catering/Refreshments		26,337	32,052
Transport Subsidies/Expenses		7,957	7,770
Other Expenses		72,242	99,391
Total Other Expenses		371,883	493,338
TOTAL EXPENSES		2,165,748	2,160,098
Current Year Surplus		246	260
Other Comprehensive Income		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2	246	260

The accompanying notes form part of these financial statements.

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

Statement of Financial Position
for the Year Ended 30 June 2014

ASSETS	2014	2013
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	92,178	72,468
Settlement Support Fund 6511	3,493	3,895
Business Maximiser Acc 4893	471,882	396,674
Investment Cheque Acc 82-335-9479	48,893	65,192
Term Deposit NAB 13-613-4593	200,000	200,000
Petty Cash	943	1,743
Total Cash on Hand	817,388	739,972
Investments		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 82-632-8838	20,000	20,000
Receivables	9,681	1,181
Total Current Assets	947,070	861,153
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	61,542	60,191
Less Accumulated Depreciation	(57,754)	(52,939)
Total Computer Equipment	3,788	7,252
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	15,611
Less Accumulated Depreciation	(16,159)	(15,538)
Total Furniture and Fixtures	8,100	73
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	7,667
Less Accumulated Depreciation	(7,667)	(7,028)
Total Fax & Photocopier	0	639
Office equipment		
Office Equipment at Cost	672	12,030
Less Accumulated Depreciation	(238)	(11,428)
Total Office equipment	434	602
Motor Vehicle		
Motor Vehicle at Cost	74,588	68,464
Less Accumulated Depreciation	(22,776)	(17,996)
Total Motor Vehicle	51,812	50,468
Total Fixed Assets	64,135	59,034
TOTAL ASSETS	1,011,204	920,187

Statement of Financial Position
for the Year Ended 30 June 2014

LIABILITIES	2014	2013
	\$	\$
Current Liabilities		
Grants in Advance	454,404	435,707
FBT Salary Sacrifice	(8,636)	263
GST Liabilities	39,298	42,214
Payroll Liabilities		
Salary Accrual	53,918	0
Holiday Pay Accrual	72,439	66,410
Superannuation	32,175	31,404
Long Service Leave	153,762	159,408
PAYG Withholding	12,123	11,723
Non Current Liabilities		
Long Service Leave	108,452	77,549
Total Payroll Liabilities	432,870	346,494
Provisions		
Provision – Auditor	2,515	5,000
Provision - Recruitment	1,696	1,696
Provision – Work Cover	488	488
Total Provisions	4,699	7,184
TOTAL LIABILITIES	922,633	831,862
NET ASSETS	88,571	88,325
EQUITY		
Retained Earnings	88,325	88,066
Current Year Surplus/Deficit	246	259
TOTAL EQUITY	88,571	88,325

The accompanying notes form part of these financial statements.

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

Statement of Changes in Equity
for the Year Ended 30 June 2014

	\$ Retained Earnings	\$ Other Reserves	\$ Total
Balance 1 July 2012	87,965	100	88,065
Surplus for the year	260	-	260
Balance 30 June 2013	88,225	100	88,325
Balance 1 July 2013	88,225	100	88,325
Surplus for the year	246	-	246
Balance 30 June 2014	88,471	100	88,571

The accompanying notes form part of these financial statements.

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

Statement of Cash flow
for the Year Ended June 2014

	Note	2014 \$	2013 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,346,677	2,377,507
Miscellaneous Income		51,786	29,974
Interest Received		23,298	23,899
Payments to Suppliers and Employees		(2,330,868)	(2,294,176)
Net cash (used in)/generated from operating activities	4	<u>90,893</u>	<u>137,204</u>
Cash Flows from Investing Activities			
Payment for Motor Vehicle		(1,352)	0
Payment for Property, Plant and Equipment		(3,477)	(9,224)
Purchases of Office Equipment		(8,648)	0
Net cash used in investing activities		<u>(13,477)</u>	<u>(9,224)</u>
Net increase / (decrease) in cash held		77,416	127,981
Cash at beginning of period		739,972	611,991
Cash at end of Financial Year	4	<u><u>817,388</u></u>	<u><u>739,972</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the year ended 30 June 2014

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 15th October 2014 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.

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

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
Computer	20-50%
Furniture & Fixture	10%
Office Equipment	25%
Motor Vehicle	12.5%-25%

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

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

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

d) Impairment of Assets

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

e) Employee Benefits

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

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

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

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

- 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.

Migrant Information Centre (Eastern Melbourne) Limited
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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

	2014	2013
	\$	\$
Monies Carried forward for Service Brochures	246	260
Total	246	260

Note 3: Events Subsequent To Reporting Dates

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

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

Note 4: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2014	2013
	\$	\$
Operating Surplus	246	260
Non-cash flows in operating surplus:		
– Depreciation	16,560	15,149
– Write off Dep Vs Office Equipment Reserve	0	1,289
– Profit on Disposal of Motor Vehicle	(8,184)	0
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	(8,499)	304,132
– Increase/(Decrease) in Provisions	(2,485)	(2,071)
– Increase/(Decrease) in Grant in Advance	18,698	(222,147)
– Increase/(Decrease) in Payroll Liabilities	77,475	48,106
– Increase/(Decrease) in GST	(2,915)	(7,514)
Cash flows (used in)/provided by operating activities	90,893	137,204

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 2014 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 20th August 2014

rdl.accountants

AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60 OF THE AUSTRALIAN CHARITIES
AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF MIGRANT INFORMATION
CENTRE (EASTERN MELBOURNE) LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2014 there has been:

- i. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profit Commission* 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

20 August 2014
Blackburn, Victoria

rdl.accountants

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MIGRANT INFORMATION CENTRE (EAST 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 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report and have determined that the accounting policies described in Note 1 to the financial report are appropriate to meet the requirements of the *Australian and Not-for-profits Commission Act 2012* and are appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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

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

Independence

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

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

Opinion

In our opinion the financial report of Migrant Information Centre (Eastern Melbourne) Limited is in accordance with the *Australian and Not-for-profits Commission Act 2012*, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2014 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 *Australian and Not-for-profits Commission Act Regulations 2013*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose.



Robert J Hurrell, FCA
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20 August 2014
Blackburn, Victoria