

Annual Report 2014 -2015

Migrant Information Centre

Serving
Communities
Since 1999



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Migrant Information Centre (Eastern Melbourne)
Annual Report 2014/2015

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Executive Summary

The Migrant Information Centre (Eastern Melbourne) (MIC) has four customer groups:

- Newly arrived migrants and refugees and culturally and linguistically diverse (CALD) communities
- Local Agencies
- Local Community
- Local Businesses

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

Services in 2014/2015 included:

- Settlement services were provided to individuals on over 5900 occasions. People accessing these services were born in over 40 different countries. The largest numbers of people contacting the service were from Burma, Iran and China.
- Private rental housing was secured for 79 families.
- One hundred and thirty-two information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included financial literacy, women's health, road rules, crime stoppers, writing resumes and covering letters, and migration. Over 3300 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 23 students attended each of the programs on a weekly basis. The groups were supported by 20 volunteers.
- Assistance was provided to over 200 people to access Home and Community Care Services and other aged care and support services.
- Thirty-five young people were assisted to reengage with school, employment and/or training.
- Two eight-week programs were delivered for Iranian women who were experiencing or at risk of experiencing family violence – an average of 10 women attended each program.
- Family support was provided to 37 families – this work included parenting support and assistance with household management including budgeting.
- Seventy-four volunteers assisted our clients to successfully settle.

The MIC employs 34 staff who speak 17 languages.

The main funders of the MIC are the Australian Government Department of Social Services and State Government Department of Health.

Our Region

The Migrant Information Centre (Eastern Melbourne) (MIC) operates in the Eastern Metropolitan 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 Metropolitan 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 Metropolitan Region of Melbourne (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 Metropolitan 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.



Pre-school swimming program April 2015

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.

Emma Belle

Emma is responsible for assisting young refugees and family stream migrants with low English language proficiency to successfully settle in the region. Emma's work is funded through the Australian Government's Settlement Services. Emma commenced working at the MIC in March 2015.

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 speaks French.

Mervat Dahdoule

Mervat is the volunteer coordinator and the project worker for the Community Visitors Scheme project. Mervat speaks Arabic. Mervat's work is funded through the Department of Social Services.

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 the Australian Government's Settlement Services.

Sepideh Fallah

Sepideh co-facilitates two playgroups. Sepideh speaks Persian.

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 Services.

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 Services. 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. From March 2015 Theresa has also worked with adults from refugee communities to assist them to successfully settle. This program is funded through the Australian Government's Settlement Services.

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 Victorian Government Department of Health and 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 Australian Government Department of Social Services. Woody provides family relationships counselling services to individuals and/or couples and relationship group programs for humanitarian entrants. Woody speaks Bosnian, Croatian and Serbian.

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 Office of Multicultural Affairs and Citizenship. 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 Services.

Safieh Loulagar

Safieh speaks Farsi and Dari and is a registered migration agent who provides migration advice to refugees and clients eligible under the Australian Government's 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 Services.

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 Services.

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 Services.

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. This program is funded through the Victorian Government Office 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 Services.

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 Services. Steve speaks Zomi.

Sarah Nichols

Sarah was responsible for the Youth Connections Program. The program ended on December 31st 2014. The Youth Connections program was funded through the Commonwealth Department of Education, Employment and Workplace Relations. From January 2015 Sarah has worked as a settlement caseworker assisting individuals and families to successfully settle in the region. Sarah's settlement work is funded through the Australian Government's Settlement Services.

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 Services.

Mehul Patel

Mehul is a settlement caseworker who assists individuals and families to successfully settle in the region through the Australian Government's Settlement Services. 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. Sharon resigned from the MIC in January 2015.

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 Services.

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, in particular residential care. The project also provides cultural awareness training to aged care service providers. This program is funded through the Australian Government's Department of Social Services. Jessica also facilitates a homework group and this component of Jessica's work was funded through the Australian Government's Settlement 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 Services. Randika speaks Sinhalese.

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 Services. Stephen speaks Mandarin and Cantonese. From January 2015 Stephen has also worked as an Access and Support worker.

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 Services. 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 3500 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 programs and services 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 more 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 2014/2015, the work of the MIC staff included:

Settlement Services

- Settlement services were provided on 5949 occasions to 1380 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 and family stream migrants with low English proficiency to strengthen their knowledge of life in Australia, the services that are available to them and how to access these services. In 2014/2015, 132 information sessions were delivered by the MIC on a range of topics including women's health, Centrelink services, migration, family relationships, Australian culture, diabetes, financial literacy, healthy eating, women's health and employment rights and responsibilities.
- Twelve excursions were undertaken with recently arrived refugee communities to local attractions accessible by public transport. These included trips to Parliament House, cherry picking, Australia Day Parade, the beach and Heide Museum of Modern Art.
- Seventy-four volunteers were recruited, trained and supported to assist recently arrived refugee individuals and families to successfully settle.



Karen community at the Australia Day Parade - January 2015

Family Support Services

- Family support was provided to 37 families. Families were assisted with budgeting, household management and parenting.
- Fifteen school holiday programs were held and over 200 children participated.

Children and Youth Services

- Three Cool Kids and Rainbows programs and one swimming program for Cool Kids and Rainbows participants were held with 40 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 young men's program and two employment programs.
- Three playgroups were held weekly during each school term with an average of 26 parents and children attending each session.

- A three day camp was held with 27 young people at Wilsons Promontory. Activities included a long walk, playing soccer and netball, swimming and night walks.
- Support was provided to young people at risk of disengaging, or who were disengaged from school to resume education or work. This service is provided in partnership with KYM and Anglicare. In 2014/2015 the MIC based worker assisted 27 young people.

Older Persons Services

- Eleven information sessions were held for older migrants. Topics of the sessions included heart health, the aged care assessment service, residential aged care, consumer directed care and homecare packages, keeping active as we age, Access and Support Program, and healthy bladder and bowel habits. A total of 468 people attended the sessions.
- A service expo was held with members of the Chinese community. Over 100 people participated with nine service providers including the Aged Care Assessment Service (North East), Baptcare, Regis Aged Care, MIC Access and Support Program, Chinese Community Social Services, LifeAssist, Commonwealth Respite and Carelink Centre, Villa Maria and Carers Victoria providing information on their services.
- Three service tours to aged care facilities were held with older people from CALD communities. The aim of the tours were to increase understanding of the services available. An average of 15 people attended each service tour. Each tour included a walking tour of the facility, information about services provided at the facility and how to access the services.
- 208 clients were assisted to access HACC and other related services through the Access and Support Program.



Taste to Remember Forum - June 2015

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 2014/2015 the fund paid young people to join sporting clubs including soccer and dance.

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 2014/2015 was awarded to Rebecca Dunsdon.

The Year Ahead

In 2015/16 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 Metropolitan Region of Melbourne
- 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
- Delivering programs to assist refugees and family stream migrants with low English language proficiency to gain employment
- Holding three playgroups weekly
- Assisting people from diverse backgrounds to access Home and Community Care Services
- 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 Australian Government, Department of Immigration and Border Protection, Australian Government, Department of Social Services, Victorian Government Office of Multicultural Affairs and Citizenship, Victorian Government, 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.



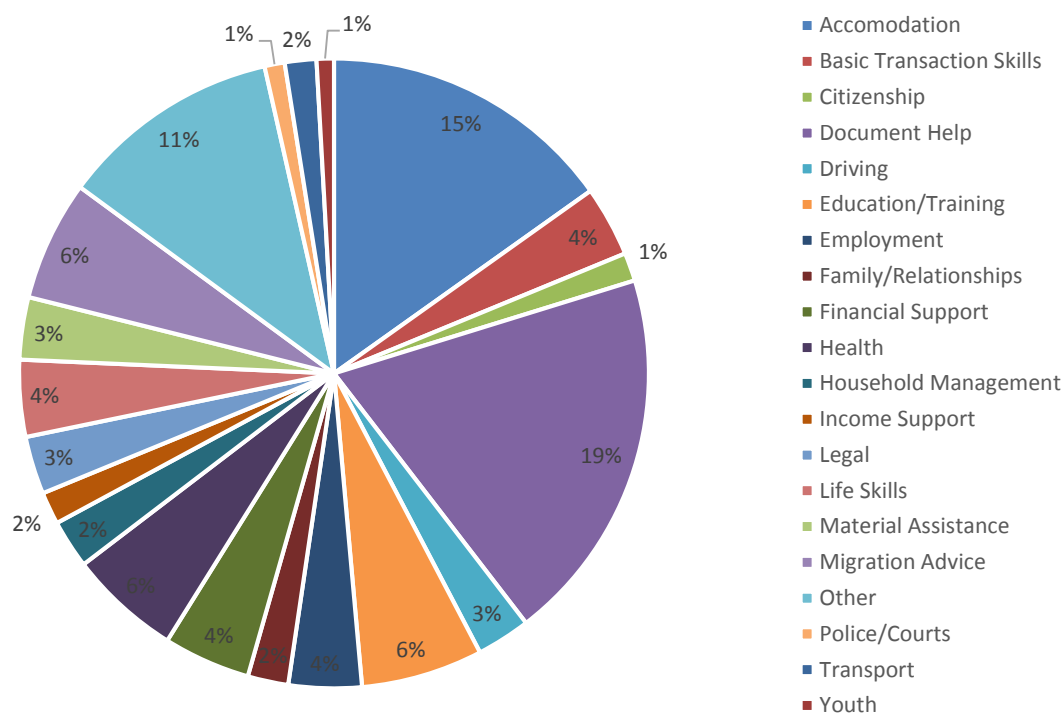
Robert Colla
Chairperson
Migrant Information Centre (Eastern Melbourne)

Client Services

Settlement Support

In the year ending June 2015, staff provided one on one settlement assistance, funded through the Department of Social Services, to over 1300 refugees and family stream migrants with low English language proficiency living in the Eastern Metropolitan Region of Melbourne. Services were provided through 5949 client contacts.

Figure 1: Issues presented by clients July 2014 - June 2015



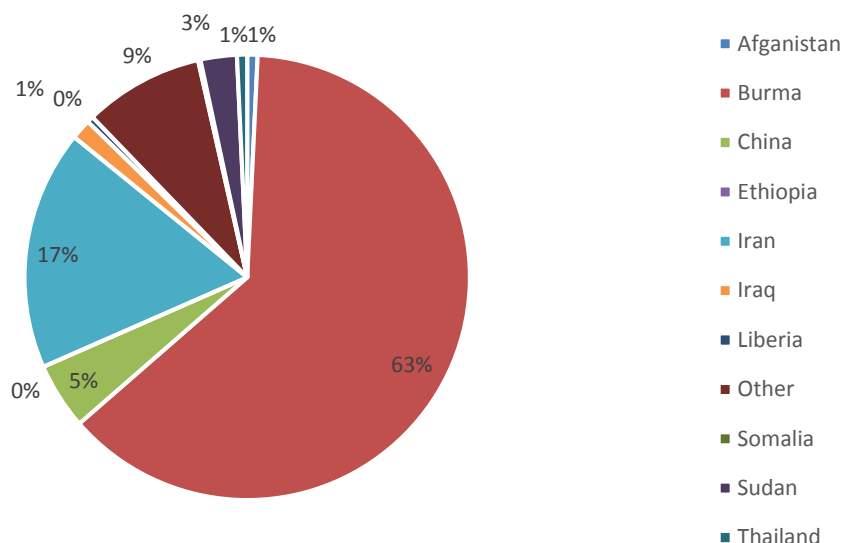
As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (2242) of inquiries was related to assisting clients with documents – this included assisting clients to understand and complete forms and to understand bills and letters from government departments and utility companies. The second largest number of inquiries was related to assisting clients to secure and maintain housing (1758).

Eighty-four per cent (5026) of contacts were face to face, 15% (895) were by telephone and 1% by email/mail.

MIC staff referred clients to a number of external services for assistance. In 2014/2015 this work included referrals to government agencies (675), community housing providers (186), real estate agents (701), health professionals (452), education/training providers (249) and utility companies (412).

Figure 2 shows, the largest number of contacts were born in Burma and Iran.

Figure 2: Country of birth of clients July 2014 - June 2015



In addition to providing settlement services from the MIC's office in Box Hill, services were 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 130 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 2014/2015 included:

- *Everything is perfect*
- *The recent services are all great and perfect*
- *Thanks you so much for all the staff that helps, especially Mehul*
- *Excellent*
- *Thank you so much for all the helps and especially to Steven Yang. God bless you.*
- *Everything is enough, keep it up with the work hard*
- *MIC had done everything I need*
- *All very good, thanks all the staff for your helps*

In November 2014 and May 2015, the MIC conducted random telephone surveys 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 nine people responded to the survey.

Survey results indicated a high level of satisfaction, with 99% of respondents stating that they feel MIC's services had been useful to them and 96% that the MIC workers were helpful and easy to understand, 92% reported that MIC helped them to settle in Australia and 96% reported that they would recommend the MIC to their friends and family.

Comments included:

- *They are very helpful, they helped me to find a house*
- *Providing excellent services*
- *MIC staff are really good*
- *They are very helpful, still I need their help*
- *Thanks to MIC to provide care for me and my family*
- *They help a lot and providing good services*
- *They are always ready to provide for our needs*
- *Very good always helps me, I am so thankful*
- *They are good and helped me a lot*
- *MIC offer good services the staff are helpful and friendly*
- *They are very good, we always referred our family and friends to them*
- *They offer me great help which I could not do by myself*
- *Everything they do is helpful*
- *Excellent services and helpful*
- *I am really happy, about their services*
- *No comments, but I would like to thank MIC staff for the great job they are doing*
- *MIC so great and helpful, especially for migrants and refugees.*
- *Very good, providing helpful and great services*
- *MIC helped me a lot, I am so grateful for their services*
- *Offering good services, that satisfied and helpful*
- *First time to respond MIC feedback, I am very excited*
- *Helped me to get school*
- *I thank MIC for many things they offer, for both children and adults*
- *Thanks for assisting me applied for my families from Malaysia*
- *MIC helping a lot, especially for refugees and migrants they offer good services*
- *MIC providing us helpful things, e.g. rent, swimming programs, house hold, please invite me to attend resettlement programs, if any*
- *MIC helpful for me and my family, I appreciate*
- *MIC offer help to everyone who needs*

Family Support - Communities for Children Direct Services

The MIC's family support program is funded through the Australian Government, 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 2014/2015 the program offered support to 37 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 Department of Health and Human Services, Child Protection, schools and family and youth services. Feedback from clients indicated 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 15 school holiday programs for over 250 children. The programs were held at METEC in Bayswater, Luna Park, Forest Hill Cinema and Lilydale Victorian Skating Centre.

Three Cool Kids and Rainbows programs were held in 2014/2015. The aim of this 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. Forty children participated in

the programs, which were offered weekly during school terms from 4.00pm to 5.30pm. The children are collected from school by MIC staff or volunteers and then driven home after the program. Feedback from parents reported that following attendance at the program their children were happier and had made new friends both at school and through the program.

As part of the Cool Kids and Rainbows Program, 15 children from Burma and Iran also participated in a swimming program, which was held weekly during Term 2, 2015 and aimed to further build self-confidence, self-reliance and friendships amongst participants.

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

Under the FRESHE Program, in 2014/2015 twelve individual clients received counselling – clients attended an average of five sessions each.

Four group sessions on *“Healthy Relationships in Australia”* were held with the Zomi community. Twenty-six people attended each of these sessions.

Six group sessions on *“Healthy Relationships in Australia”* were held with the Hakha Chin community. Sixteen people attended each of these sessions.

Two group sessions on *“Building Healthy Relationships between Parents and Teenagers”* were held for parents of children attending Blackburn English Language School. Thirty-four people attended the sessions.

Participant feedback from the sessions included:

- *Very good especially about the relationship with husband and wife, relationship with others and this session will help us how to deal when we are frustrated*
- *Very good session and I learn a lot. Thank you for organizing this session and providing the food and also I think our community needs to learn about relationship in this country.*
- *Very good session especially for me because I learned a lot like how to calm down when we are angry and what others can see from where they are and thank you very much*
- *This is the best session that I ever attend*
- *Very good and I want more session*
- *I learn a lot like how we make a team to be a success family for the future and thank you*

Family Violence Program

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

In 2014/2015, 15 women received counselling through the program and two group programs were held for 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. Women also learnt how to build better family relationships and how to build their self-esteem. The groups also provided a forum to learn

about Australian culture. One hundred percent of participants reported that the group had helped them to settle successfully and that the topics covered were interesting and presented in a style that was easy to understand. Comments from participants included:

- *I learned a lot*
- *Knowing ourselves is very important so anything in this regard is helpful*
- *The session had very positive outcome; we hope they continue in future*
- *If the duration of session be longer that would be more beneficial*
- *I hope these sort of sessions continue*

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 22 students attended each of the 217 sessions held in 2014/2015. 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 Services. 100% of the feedback received from teachers stated that the program benefited the students and 96% of teachers stated that it had increased students' understanding of the importance of homework.



Volunteer Tutor at a homework group - November 2014

Migration

The MIC provides migration advice and assistance through two distinct programs – Australian Government's Department of Social Services funded Settlement Services; and, the Australian Government's Department of Immigration and Border Protection (DIBP) funded Immigration Advice and Application Assistance Scheme (IAAAS).

Settlement Services Migration Program

Through this program, the MIC provided migration advice and assistance to people who arrived in Australia under the Humanitarian Program or as family stream migrants with low English proficiency who had arrived in Australia in the last five years. The MIC assisted 261 clients with 490 contacts in 2014/2015. The service provided includes providing one off migration advice, assisting clients to complete forms to propose family members to come to Australia and/or providing full assistance which includes preparing applications and liaising with Australian Government departmental staff. The SGP program provided full assistance to lodge 34 refugee applications under split family provision visa category or under partner or child visa categories as part of the family migration program for immediate family members to be reunited with their families in Australia. Fifty-seven visa applications were finalised and approved which allowed 96 people to be reunited with their families in Australia in 2014/2015.

Immigration Advice and Application Assistance Scheme (IAAAS) Migration Program

This financial year the MIC provided 89 migration advice services, four full immigration application assistance services and one community information session under the IAAAS 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.

Playgroups

Through the Australian Government's Settlement Services and funding from the Shire of Yarra Ranges Supported Playgroup Initiative, the MIC facilitated three playgroups each week at Croydon, Ringwood and Mooroolbark. In 2014/2015, 131 playgroup sessions were held and an average of 26 parents and children attended each group. The playgroups offered a variety of 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 the activities included singing, dancing, story time, playing with play dough and playing with musical instruments. 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 and Child Health Nurse, Centrelink and visits to the local library. Cooking workshops were held making healthy lunch boxes, Anzac biscuits, gingerbread men and zucchini slice. Excursions were held with members of the playgroups, where families visited ACMI and Federation Square in the Melbourne city centre, local gardens and the Melbourne Zoo. Feedback from parents was very positive indicating that they have used many of the activities they learnt in the playgroups at home. Some comments from parents who attended the family Fun Day excursion at the Rhododendron gardens in Olinda were:



Playgroup excursion to the Rhododendron Gardens - March 2015

- *Children are happy. I'm glad when I see them. We never go out like that.*
- *Going out with the family is so happy*
- *Children playing games, good to have picnic with family*
- *Going up the mountain, scenery*
- *Playing with other children. If my children are happy, I am happy*

Chinese Grandparents Playgroups

Through the Australian Government's Settlement Services and funding from Monash City Council, the MIC co-facilitated the Monash Chinese Grandparents Playgroup every second Tuesday in Mount Waverley, in partnership with Connections Uniting Care. In 2014/2015, nine playgroup sessions were held and an average of eight families attended each group. The playgroup offered structured activities as well as free play. Structured activities included speakers on topics relating to raising children in Australia e.g. healthy snacks, after hours medical services and how to look after milk teeth, music programs, story times and indoor and outdoor activities. Birthdays and traditional Chinese festival celebrations were held during the last session of the term. For free play, indoor and outdoor play equipment was provided.

Verbal feedback from grandparents was very positive with comments received including:

- *My granddaughter's lunch box has changed a lot after the health snacks talk*
- *I like this playgroup and my grandson loves it too. I have recommended it to my Chinese neighbours who have younger grandkids.*
- *Thank you for having this playgroup organised. We have never heard about community dentist before and we will call and make an appointment tomorrow.*
- *Attending this playgroup has become part of my life now and I have learnt a lot about Australia as I just arrived in Jan 2015*

Through the Australian Government's Settlement Services and funding from Whitehorse City Council, the MIC co-facilitated Whitehorse Chinese Grandparents Playgroup every second Tuesday in Mitcham in partnership with Connections Uniting Care. In 2014/2015, nine playgroup sessions were held and an average of 10 families attended each group. The playgroup offered structured activities as well as free play. Structured activities included speakers on topics relating to raising children in Australia e.g. healthy snacks, after hours medical services, music programs, story times and indoor and outdoor activities. Birthdays and traditional Chinese festival celebrations were held during the last session of the term. For free play, indoor and outdoor play equipment was provided.



Chinese grandparents play group – April 2015

Verbal feedback from grandparents/parents was very positive with comments received including:

- *We like this playgroup very much and we have never missed one session since day one*
- *Thanks for organising the playgroup. We attend it with our neighbours and the boys love to play together.*
- *I have learnt a lot from the mini talk conducted by maternal and child health nurse and I am looking forward to next talk*
- *My son is still a bit young for the playgroup – he's not able to enjoy the story times or music programs at the moment, but we still like it as my mother-in-law was quite isolated before and she loves to meet the other grandparents*

After Hours Medical Services in the Inner East Project

The MIC was funded by the Inner East Melbourne Medicare Local in December 2014 to deliver information about after hours medical services. The project aimed to raise awareness about and promote the range of after-hours health and medical services that are available to people from CALD backgrounds living in the Inner East Melbourne Medicare region (local government areas of Boroondara, Manningham, Monash and Whitehorse). The project recognised that due to cultural and language barriers, people from CALD backgrounds may lack information and understanding about after-hours health and medical services.

Sixteen sessions were delivered covering information about online, telephone, general practice, locum and pharmacy services available after hours. The sessions also covered when to call an ambulance or go to emergency departments in hospitals and immunisation information.

Two hundred and eighty-nine participants from sixteen different communities participated in the program, including those from Chinese, Vietnamese, Russian and Laotian backgrounds. Seven of these groups were English as a Second Language (ESL) students studying at AMES, Louise Multicultural Centre and Box Hill Institute. The participating students were from Chinese, Korean, Iranian, Burmese, Arabic, Bangladeshi and Tibetan backgrounds.

Ninety-two percent of participants found the information useful with 96% reporting that they had an increased knowledge of after-hours services following the session. Participants also felt more confident in enquiring about after-hours services from their GPs such as GP home visiting services and local locums after the session.

Refugee Action Program

The Refugee Action Program (RAP) funded by the Victorian Government's 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 2014/2015, RAP supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi and Iranian communities.

Activities undertaken with communities in 2014/2015 included:

- Holding a social group for older people from the Hakha Chin community. The group has 20 participants and meets monthly. The program includes information sessions, including information about Home and Community Care (HACC) and provides new experiences for participants, such as going swimming.
- Five driving programs that supported 182 participants with a driving education program and subsidised driving lessons.
- Training for community leaders to learn how to write and submit funding applications, which included a presentation by the Victorian Multicultural Commission and a workshop at which participants started writing their on-line applications. The program was attended by Falam Chin, Zo and Karen community leaders.
- Leadership training for 10 Falam Chin community leaders. Topics covered in the training included delegation skills, Model Rules for Incorporated Associations, duties of committee members and applying for funding.
- A three day camp with young people from the Karen community which was partly funded by RAP as well as through a car wash fundraiser and a small contribution from the participants. The group of 27 participants loved the natural environment at Wilson's Promontory and the encounters with the wildlife. The young people are now starting to plan for another camp.
- In partnership with Berry Street, holding two "Saver Plus" programs, with 46 people from the Mizo and Falam Chin communities and 10 people from the Iranian community. Participants learned about budgeting and saving money. By depositing \$50 into a savings account each month for 10 months their savings are matched by a co-contribution from the ANZ bank. Savings can be used to cover education expenses for themselves or their children.
- Holding a weekly sewing program for Hakha Chin women. This program teaches participants to make clothes for themselves and their children. It also reduces social isolation and provides an opportunity for participants to get to know and support each other. An average of 10 women attended each session.



Hakha Chin Elderly Group excursion to the city – May 2015



Karen Youth Camp – May 2015

- Holding a sewing program for women from the Zomi community. Twenty women attended each session. The program allowed the women to share their sewing skills, as well as further develop their skills to be able to sew and perform minor alterations, patches and making clothing for their family members.
- Holding a swimming program with the Zomi community over 10 weeks. Thirty participants learnt about water safety and improved their swimming skills. The program also provided participants with alternatives for exercise and taught them how to access their local swimming pool.

VicRoads - Road Safety for Newly Arrived Refugees and Migrants

In 2014/2015, as part of the VicRoads Community Road Safety Partnership program, the MIC delivered: 5 programs of the Road Safety Driver Education Program; 21 sessions of the drink and drug driving prevention program “Looking After Our Mates” (LAOM); 4 Victorian Community Road Safety Partnerships Program (VCRSPP) Walk with Care programs to increase the safety of older pedestrians from CALD backgrounds; 4 TAC Community Mobility Programs in partnership with La Trobe 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; 4 SafeDrive Older Drivers Programs to refresh older drivers knowledge of road rules; and 3 Bike Education programs for children.

The Road Safety Driver Education Programs consisted of six, two-hourly sessions delivered in partnership with Victoria Police utilising “Community Car Connections” and “Getting on the Road – a guide for new migrants” resources. An average of 100 people completed the program from the Hakha Chin, Falam Chin, Mizo, Zomi, Karen, Iranian and Arabic speaking 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.

Twenty-five people over 21 years who completed the Road Safety Driver Education Program were provided subsidised driving lessons funded as part of the Community Safety Driving Program for Refugees; 21 people received subsidised driving lessons funded by ADRA; and 67 funded by the Refugee Action Program – totalling 113 people.

Six new bilingual community members who spoke Hakha Chin, Zo, Zomi and Persian were trained as LAOM presenters in February 2015. Of the ten who received training in 2013/2014, only three people speaking Zomi and Falam Chin delivered programs to members of their respective communities in their language in 2014/2015. A total of 21 sessions were presented to 199 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.

Four ‘Walk with Care’ pedestrian safety presentations were delivered to Chinese, Indian and Lao seniors groups. Approximately 130 people attended the sessions and feedback was positive with people indicating that they had learnt more about pedestrian safety.

The MIC facilitated 4 presentations of the TAC Community Mobility Program with the Chinese, Indian and Lao seniors group and a total of 130 people attended. Feedback was positive. Four ‘DriveSafe Older Drivers’ programs on road rules to refresh their knowledge were presented to Chinese, African and Karen communities and more than 130 people attended. This program was presented to meet the needs identified by older drivers in 2013/2014 and feedback was positive.

Three Bike Education sessions were held during the first term school holidays and 54 children aged from 7 to 13 years participated. 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 2014/2015, 20 people received driving practice sessions with a driving mentor and a total of more than 233 sessions were provided by nine volunteers.

Youth Programs

Youth Connections

Youth Connections was 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. The program ended nationally on 31st December 2014.

Through outreach and intensive support, the program supported at risk young people (aged 13 to 19 years) to be engaged in education or employment pathways. Clients were often experiencing mental health issues, homelessness, family relationships breakdown and cultural and language barriers. From July to December 2014, the MIC supported 27 young people through the program. Referrals came from many different sources; schools, Centrelink, MIC staff and mental health services. The MIC Youth Connections caseworker regularly supported students at Wellington Secondary College, Highvale Secondary College, Mount Waverley Secondary College and Ashwood Secondary College. Assertive outreach sessions were also conducted at Holmesglen Foyer program, Headspace Hawthorn and Box Hill Centro.

Young people were assisted to enrol and remain engaged in mainstream schooling, alternative community education programs, self-development courses, VCE, VCAL, vocational certificates at TAFE and social enterprises. Young people were also supported to learn resume writing and job search skills in order to find employment. The Youth Connections caseworker made referrals to other services as appropriate, such as mental health organisations, homelessness services, Men's Shed, food banks and liaised with Centrelink.

Settlement Services for Young People

The MIC youth program provides settlement casework services to young refugees and family stream migrants with low English proficiency aged 12 to 25 years, who have settled in Australia over the past five years. Youth workers are based at the MIC (Box Hill), Ringwood Secondary College, Melba Secondary College, Yarra Hills Secondary College and Blackburn English Language School (Croydon Campus). Casework services include assisting young people with employment and education, family and relationships challenges, supporting young people to develop connections within their local community and building pathways for young people to access social and recreational opportunities.

The MIC youth program also offered a range of recreational, educational and personal development programs.

In 2014/2015 these included:

- Learner Driver Education Program - a five day program was held in partnership with Mission Australia. The aim of the program was to educate young people about Victorian road rules and to support them to obtain their learner's permits. Ten young people attended the program. Eight participants successfully gained their learner's permit and were offered ten subsidised driving lessons with a professional driving instructor.
- Melba Young Women's Leadership Program was delivered in partnership with Kate Wilde from The Workshop who delivered an eight week leadership program with young women from Melba College's senior campus. The aim of the program was to strengthen the relationships between EAL (English as Additional Language) students and mainstream students. The young women worked in groups to plan a one hour lesson focussing on the topics of bullying, resilience and conflict resolution. In the final session the young women delivered a one hour lesson to 50 grades 5 and 6 students at Ainslie Parklands Primary School.
- Swinburne Youth EAL class - the MIC partnered with Badminton Victoria and Swinburne TAFE, Croydon to deliver two information sessions for the Youth EAL class. Speakers included: a dietician discussing healthy food choices and healthy lifestyles; a community health nurse discussing the topics of sexual health, youth health services and confidentiality. A final session was conducted where the young people travelled to Kilsyth Badminton Stadium and played badminton with the support of a badminton coach.
- Ringwood Young Women's Leadership Program - this eight week program was delivered at Ringwood Secondary College in partnership with Kate Wilde from The Workshop. The aim of the program was to provide a safe space for young people to build strong friendships with their peers whilst building their confidence and strengthening their social skills. The young women worked in groups to arrange a one hour lesson for a group of primary school students. The final session of this program was held at Bayswater North Primary School where the young women presented a one hour lesson to 50 grades 3 and 4 students on topics of resilience, character strengths and bullying. An average of 15 young women attended this program on a weekly basis.
- Swinburne Young Men's Program - this program was delivered at Swinburne TAFE, Croydon campus. An average of 15 young people attended on a weekly basis over six weeks. The program covered a range of topics including challenges of being a young man from a refugee background, living in Australia, developing leadership skills and goal setting.



Participants of the driver education program – May 2015



Participants at the Young Men's Program – May 2015

- Youth Swimming Program - this program was delivered in partnership with Lifesaving Victoria over eight weekly sessions. The aim of this program is to increase participants' knowledge of water safety, awareness of potential dangers around water and develop stronger swimming skills. Each participant completed a one hour swimming lesson with a qualified swimming instructor each week. An average of 10 young people attended each session.
- Youth Beach Safety Excursion - this excursion was delivered in partnership with Lifesaving Victoria. The program was held at the South Melbourne Surf Lifesaving Club at South Melbourne beach and 34 young people attended. Participants were given information about various topics related to water and beach safety as well as practical training delivered by qualified life savers on how to act in different emergency situations.



Excursion to the beach – January 2015

- The Come n' Try Sports Program was delivered at Blackburn English Language School, Croydon Campus over eight weeks. The aim of this program was to offer a variety of sports to young people to enable them to develop a stronger interest in sports and physical activity. An average of 18 young people attended this program on a weekly basis.



'Come n' Try' sports program – January 2015

- The Amazing Race - a public transport activity delivered with the aim of teaching young people to use the public transport system whilst travelling to local youth services. Services - included visits to: Ringwood and Croydon libraries, Maroondah Youth Services, Eastern Community Legal Centre, Youth Support and Advocacy Service and Eastern Access Community Health. Young people travelled to each service in groups, with a list of questions to ask staff members when they arrived at the service.
- The Youth Part-Time Employment Program included 17 participants and consisted of four workshops and two workplace visits. The sessions covered resume writing and interview skills including role plays and writing a resume for themselves. Workplace visits were held at BigW Box Hill and Box Hill Central Car Wash.

- A three day Youth Full-Time Employment Program was held to assist 12 young people to find full-time employment. The sessions were held in partnership with Viviane Chemali Career Services and The Coffee School, Melbourne. The aims of the program were to; build participants' skills in writing resumes and cover letters, increase their knowledge and skills when searching for employment and strengthen their confidence in attending interviews. Young people also completed their food handling and barista training as part of this program.



*Participants at barista training –
April 2015*

- Settled and Safe – this program was run in partnership with Victorian Legal Aid for a group of 6 participants. Participants learned about different areas of the law in Australia that are relevant for young people including child protection, family law and family violence. Participants also learned about the law in regards to consent and the age of consent, the rights of police and internet safety.

- Drama Program – this program was run in partnership with local drama teacher and playwright, Dan Nixon. A group of 13 young people attended four weekly drama workshops that included games and rehearsals for a play. The aim of the program was to develop participants' confidence by providing opportunities to practice English, to engage in a creative activity and make new friends. A camp was held at Urban Youth Camp in Parkville in the July school holidays as part of the program to provide an opportunity for the group to bond and workshop their performance. The drama group continues into 2015/2016 and a public performance of their plays will be held in September 2015.



*Participants in the drama program –
June 2015*

- Education and Employment Pathways Program – two information sessions were held in partnership with the Outer Eastern Local Learning and Employment Network for young people and their families. Session 1 was attended by the Falam Chin and Hakha Chin communities and session 2 by the Karen and Zomi communities. The sessions aimed to provide information about education and employment pathways in Australia. Young people and their families were invited to attend together as it was deemed important for all members of the family to be informed. Topics included senior secondary school options such as VCAL (Victorian Certificate of Applied Learning), VET (Vocation Education Training) and VCE (Victorian Certificate of Education), post-secondary pathways such as TAFE and university, types of jobs in Australia and qualifications or training needed for different careers.

- Youth Hip Hop Program - the MIC received a community grant from Maroondah City Council to run an eight-week Hip Hop dance program and end of year concert. The Hip Hop program was run at EV's Youth Centre in Croydon and was attended by a group of 20 young people. Each week a different youth service was invited to attend and give a short presentation to the group about their services. These included Maroondah Youth Services, Croydon Library, Headspace Knox and Youth Support and Advocacy Service. The Hip Hop dance crew were invited to perform at the Maroondah Festival's Youth Stage as well as the MIC end of year concert.



*Participants in the Hip Hop Program –
December 2014*

- Youth Concert – the Hip Hop dance crew were invited to perform at the end of year concert along with performers from the refugee community as well as the wider Maroondah youth community. Performers included dance groups, singers and musicians/bands. The concert was held in December 2014 as an end of year youth celebration and was attended by approximately 100 young people.

Feedback from all youth programs was positive. Comments received from participants included:

Employment Workshops

- *Thank you for your useful course*
- *Good explanation and well prepared. I highly recommend this workshop program for other people as well next time.*
- *This workshop is excellent*
- *Thank you so much for your time*
- *Thank you for teaching how to get a job*

Young Men's Program

- *If I want arrived to my goal, I should have a plan and start from where and how I can go. Step by step. I'd like to participate for another program like this. Thanks for your time and helping us.*
- *Thank you. This program was very good.*
- *I feel good about me. I think I am strong.*

Driver Education

- *I got my L. Thanks a lot.*
- *Thanks Rob and Randi. Good program*
- *Now I can practice with L. Thank you MIC!*

Beach Excursion

- *Cool, I like it fun and enjoy learned new things*
- *I learn many experiences*
- *It was so much fun & I learnt so much. Thank you J*
- *Very well done!*
- *I love it but if could stay for more hours it was going to be more fun*
- *This program was very good to learn for me, thank you for caring us*
- *It's very great excursion, thanks for having beach and lesson for swimming*
- *It's fun and we learn new things*
- *Very good, fun and exciting, friendly staff and well organised*

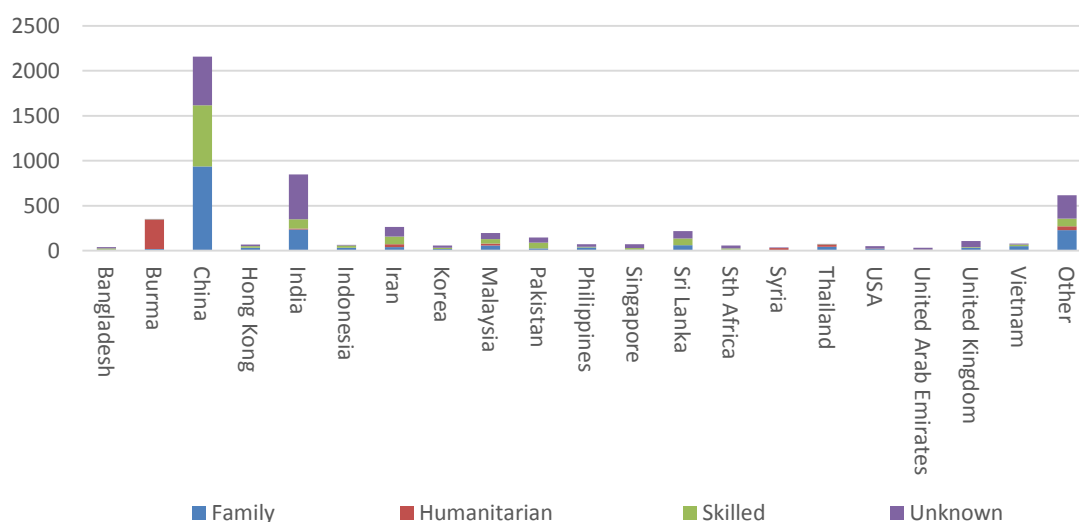
Amazing Race

- *Staff and volunteers made me feel safe and secure*
- *It would also be good to include other kids from overseas who may need these services*
- *It was a good way of practising my English speaking skills and also meeting new people*
- *It was a good way to spend time and learn new things with my friends.*
- *It was great*

Community Projects

People settling in the Eastern Metropolitan Region of Melbourne in 2014/2015 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 2015 are shown in Figure 3.

Figure 3: Settler arrivals in the Eastern Metropolitan Region by Migration Stream and Country of Birth July 2014 - June 2015



Source: DIBP Settlement Database August 2015

As Figure 3 shows, the largest number of people settling in the region were born in China (2158) followed by India (847). The largest number of humanitarian entrants were from Burma. Over the past five years over 49,000 people have settled from overseas in the Eastern Region including 2596 humanitarian entrants.

Community Forums

In 2014/2015 the MIC held 132 information sessions for over 3300 people who had settled in the Eastern Metropolitan Region of Melbourne through the humanitarian or family migration program over the past five years. These forums were funded through the Department of Social Services, Settlement Services. Example of forums held are detailed below.

African Communities

Six information sessions were held with people from African communities in 2014/2015. Session topics included Crime Stoppers, heart disease, road rules, and employees rights and responsibilities. Feedback from participants was positive - 100% of participants stated that the information provided assisted them to successfully settle in Australia.

Chinese Communities

Fifty-seven information sessions were held with people from Chinese speaking communities with an average of 34 people attending each session. Topics included applying for public housing, aged care assessments, using public transport, fire safety, Centrelink services and healthy living. Feedback was positive with 98% of participants stating that the information would assist them to settle successfully and 96% stating that they would share the information with family and/or friends.

Falam Chin, Mizo Chin and Zo Communities

Sixteen information sessions were held with people from the Falam Chin, Mizo Chin and Zo communities. Topics included internet banking, understanding food labels, and preschool enrolment.

Hakha Chin Community

Twenty-one sessions were held with people from the Hakha Chin community in 2014/2015. Topics covered in the sessions included waste management, healthy lunch boxes, financial literacy, cervical, breast and bowel cancer screening and prevention and employee rights and responsibilities. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.

Karen Community

Sixteen information sessions were delivered to people from the Karen community. Topics covered included childhood illnesses, Australian electoral system and financial law. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.



*Karen community at Bunnings –
September 2014*

Zomi Community

Sixteen sessions were held with the Zomi community – an average of 15 people attended each session. Topics covered in the sessions included employee rights and responsibilities, gardening, life in Australia and financial literacy. Feedback was positive with 100% of participants stating that the information would assist them to settle successfully and 100% that they would share the information with family and/or friends.

Excursions

The MIC held 12 excursions for refugee communities in 2014/2015. The excursions were designed to encourage people to explore local and wider community attractions that were of low or no cost. Excursions included the Heidi Museum of Modern Art, Parliament House, Edithvale beach and the Australia Day parade.

Over 600 people participated in excursions, with feedback indicating that they enjoyed the excursions and would take their family and friends on the same or similar excursions.



*Iranian community at Heide
Museum of Modern Art
April 2015*

Employment Programs

Job Ready Skills Program

Two programs, one for Falam Chin and Mizo community members and the second for Zo community members, were held to increase understanding of the Australian workplace, how to look for work, and accessing mainstream employment services. The program for Falam Chin and Mizo communities was held in partnership with Mount Waverley Neighbourhood House, over an eight week period. An average of 10 participants attended each session. The Zo program was facilitated by MIC staff over a four week period, with an average of 7 participants attending each session. Participant feedback was positive with 100% of participants stating that they had learnt new skills through attending the sessions. Comments received included:

- *This was a very good course for me. I think you should provide it quite often.*
- *I learnt about job search, communication with my boss and communication with others*
- *This course is helpful on how to search for a job*
- *I know how to look for jobs and the laws about jobs*
- *This course is very good for us to know how to write a resume, how to find a job and job interview test*
- *I learnt new skills about interviews, about my colleagues and my boss*
- *I learn about OH&S and many other things*

A follow up survey of participants was also positive with people commenting that the program has assisted them to prepare for job interviews, to understand the Australian workplace culture and to think laterally on how to gain employment. Participants also commented that it strengthened their understanding of the importance of learning English prior to looking for employment.

Work Industry Information Sessions

The MIC delivered seven information sessions on working in different industries to mixed language groups of settlement eligible clients.

The first four sessions provided information on working in aged care (two sessions), warehousing and cleaning services. Twenty, twenty-seven, eight and fourteen people attended the respective sessions. The program covered the nature of the work, the training required to gain employment and included presentations from people working in these fields.

Feedback from the sessions was positive with 98% of participants reporting that the information was clear and that the session has assisted them to understand the nature of the work and the training required to work in the industry.

The fifth session was an introduction to working as a pool lifeguard. Thirteen young people attended this session. Following the session, seven young people joined a Pool Lifeguard Qualification program that MIC developed in partnership with Aquahub, Croydon and Lifesaving Victoria. All seven people completed the program and were awarded with a Pool Lifeguard qualification and a Level 2 First Aid Certificate. Since completing the program, one participant has gained employment at Aquanation, a new public pool in Ringwood.

The final two sessions provided information on working in bricklaying, stone masonry, carpentry and horticulture. The first session was an information session about careers and training in these trades and was attended by 17 people. This was followed by a 'Trades Taster Day', held in partnership with Swinburne TAFE and the Multicultural Liaison Officer from Victoria Police (Maroondah). Thirty men from Chin, Karen and Iranian backgrounds attended the day, which was held at Swinburne TAFE, Wantirna Campus. Participants were given a presentation and facilities tour of the horticulture and landscaping courses and were invited to look at the machinery used and kinds of projects undertaken for these courses. Participants then participated in two, two-hour workshops – one in carpentry and the other in bricklaying and a BBQ lunch was provided. Following the workshops, Swinburne TAFE gave a brief presentation about carpentry and bricklaying careers and courses available and participants were invited to ask questions. The MIC has been working with Swinburne TAFE and participants since this day to help enrol participants in appropriate courses and to look for employment one-on-one.



Participants of the 'Trades Taster Day' – May 2015

Parenting Program

Three parenting programs were delivered in 2014/2015 in partnership with Connections UnitingCare. The programs were held with the Hakha Chin, Iranian and Zomi communities. An average of 10 people attended each of the 12 sessions. The programs were focussed on parenting teenagers and discussed topics including setting limits, communication and cyber safety. Feedback from the sessions was positive with participants indicating that they felt more confident in parenting their children following the program. Feedback comments received included:

- *I could use the strategies suggested*
- *It helped my confidence*
- *I gave my son more responsibilities I feel he has become more independent*
- *My child's behaviour has improved, he plays less computer games*
- *My children share their thoughts more*
- *When kids, especially boys go to the movies and come home late I can understand them better*
- *I am more involved in social activities with my children*
- *In the program the most useful thing we learnt was about thinking about our children in the future and how we can help them to become good adults*

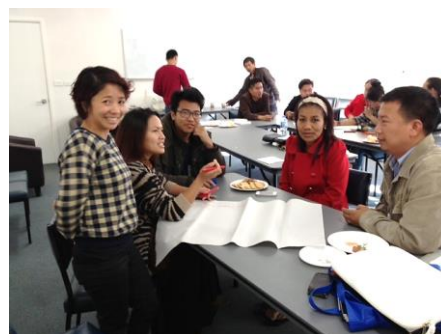
Support to migrant/refugee community leaders and Associations

In 2014/2015, through the Australian Government Department of Social Services, Settlement Services, the MIC provided assistance to migrant/refugee community leaders of community Associations, as well as new emerging leaders who have not yet established Associations.

The Migrant Communities Network (MCN) met three times throughout the year, providing an opportunity for leaders to come together to share knowledge and information, engage with service providers, learn about services and programs available for their communities and develop new skills to better run and lead their Associations and help their communities. Service providers who attended the meetings in 2014/2015 included: the Refugee Council of Australia, Centrelink (Multicultural Services Officer), Maroondah City Council and Leadership Victoria.

As a result of these meetings, community leaders participated in a grant writing workshop with the Victorian Multicultural Commission, a migration information session with the MIC's migration agent (both organised and co-facilitated by the MIC) and The Refugee Council of Australia's *Refugee Advocacy Network* meetings and inaugural conference. Community leaders also participated in Maroondah City Council's Refugee Week Celebrations, where they arranged for community members to perform songs and dances and hold craft stalls, and organised information sessions for their community members in partnership with MIC and Centrelink, Multicultural Services.

A leadership training session for leaders from all communities who participated in the MCN has been organised with Leadership Victoria and a second with Opening Doors Leadership Program and both will take place in early 2015/2016. These programs have been developed in response to a direct need identified by leaders during the MCN meetings where they felt participating in this training together would assist them to overcome common challenges experienced in leading their Associations and better helping their communities.



Leadership training with the Chin Community Victoria Inc. leaders – May 2015

The MIC also worked with some community Associations individually to help them to identify and address needs facing their community. This has included the Chin Community Victoria Inc., who are a Falam Chin speaking cultural group. The MIC assisted CCV to implement a swimming program for adults and children held at the Croydon pool, 'Aquahub' and facilitate a 'Looking After Our Mates' alcohol and driving prevention program. The MIC also facilitated leadership and Association governance training program for this Association which included sessions on grant writing, training on understanding the Model Rules and roles of committee members for Incorporated Associations and the importance of delegating tasks.

The MIC assisted a group of women from Iranian backgrounds who showed an interest in organising activities for other women and families from their community. While these women are not established as an Incorporated Association, they had a keen interest in leadership and participated in the leadership training specifically orientated towards organising activities for others. In May and June 2015, the group met twice and organised their first activity – a social evening for Iranian women held in Box Hill, where group members organised games, food, music and activities for the night. Further meetings and activities have been planned for 2015/2016.

In 2014/2015, the MIC assisted a multicultural group to form and establish a new Incorporated Association – the *Eastland Multicultural Community Garden Inc.*, in response to developers from Eastland shopping centre providing land and building a new community garden on the Eastland site. The MIC is leading this group and has provided leadership and Association governance training to the new committee members about becoming an Incorporated Association, including the roles and responsibilities for committee members and understanding the Model Rules for Incorporated Associations. The MIC will continue to support this new Association in 2015/2016.



Eastland Multicultural Community Garden Committee – June 2015

The success of the grant writing workshops undertaken in 2013/2014 and again in 2014/2015 has seen a shift in the type of assistance sought to complete grant applications by community Association leaders. While the MIC has supported communities to write and submit 13 grant applications in 2014/2015 (down by 3 from 2013/2014), communities took a more active role in developing and writing their own grant applications, approaching MIC significantly more prepared than in previous years. Some Associations sought assistance from MIC for to write only part of the application, then took the application away unfinished to complete and submit themselves or in consultation with other members of their Associations.

Similarly, some community Association leaders approached MIC for assistance to write funding acquittal reports, but the leaders who sought help with this had mostly completed these reports themselves, only needing minimal assistance to complete and submit these reports. This is a significant shift from previous years and shows an increased capacity amongst community leaders who have participated in MIC programs and services over consecutive years.

Eastland Multicultural Community Garden

In late 2014, the MIC was advised by QIC, developers of Eastland Shopping Centre in Ringwood that they were planning to develop an unused part of the Eastland site and build a community garden with plots for use by local community members. QIC offered the MIC the opportunity to manage and run this community garden specifically targeting migrant communities living in and around Ringwood.

The MIC decided to set up an independent Incorporated Association to manage and run the garden, with the vision that the garden would be a community run and owned space. In May 2015, the MIC advertised positions for the management committee for the garden and the management committee was officially established in June 2015. The management committee is comprised of seven people, including two MIC staff and five people from Falam Chin, Mizo and Zomi communities. It is anticipated that the MIC staff will train community members in managing and running the Association with a view to step down from roles on the committee in subsequent years.

In June 2015, the committee held its first meetings where the MIC committee members supported the group to learn about the Model Rules and committee member roles for Incorporated Associations and the group voted to become incorporated. In June 2015 the group officially became incorporated as the *Eastland Multicultural Community Garden Inc.*

In July 2015 the garden was officially opened to the public and has since gained a huge amount of community support. There are currently 33 garden plots on site, most which have been allocated to local families from migrant and refugee backgrounds who can grow their own plants and vegetables and use the garden as a communal space. Each garden user has unlimited access to the garden and the garden shed onsite, which is stocked with garden tools and helpful information about planting, weeding and gardening. In 2015/2016, the MIC plans to support garden users by facilitating working bees and gardening workshops at the garden, as well as communal events and activities to encourage community members to use and enjoy the space.



Eastland Multicultural Community Garden – June 2015

Aged and Disability Programs

The MIC delivered a range of programs designed to assist older people and people with disabilities from CALD backgrounds to understand the services that are available to assist them.

Community Visitors Scheme (CVS)

Funded by the Department of Social Services, the MIC's Community Visitors Scheme Expansion Program provides a regular one-to-one culture/language appropriate Volunteer Community Visitor to CALD recipients of a Home Care Package living in the Eastern Metropolitan Region of Melbourne who have been identified by their aged care service provider as at risk of social isolation or loneliness. This program also provides a regular culture/language appropriate volunteer visitor to a group of two or more CALD residents in an Australian Government subsidised aged care home who have been identified by their aged care provider as needing companionship.

In 2014/2015, seven CALD Home Care Package recipients received regular MIC community volunteer visits under the program. During the same time, 11 CALD residents living in Australian Government subsidised aged care homes received regular visits from MIC community visitors after being identified as needing companionship by their aged care provider.

The CVS program currently has 30 volunteers who are ready to commence CVS visits. The language skills of the volunteer visitors include Arabic, Burmese, Cantonese, Dari, Farsi, German, Greek, Hakha Chin, Hindi, Italian, Karen, Malay, Mandarin, Spanish, Vietnamese and Zomi.

Supporting CALD Communities Project

The project received funding from the Australian Department of Social Services through the Aged Care Service Improvement and Healthy Ageing Grants and 2014/2015 was the final year of the project. The aim of the project was to increase awareness and understanding of aged care and carer support services by people from CALD backgrounds in the Eastern Metropolitan Region of Melbourne, in addition to building the capacity of aged care services to provide high quality CALD appropriate aged care services. The objectives were 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 2014/2015 included:

Information Sessions

Eleven 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 in 2014/2015 were Russian, Korean, Slavic, Armenian, Maltese, Lao, Macedonian, Indian, Cambodian and Hungarian.

Each information session was delivered in the usual club venue of each group and on a regular club day, therefore making it more convenient for members to attend. A total of 468 community members attended the eleven sessions. Information sessions were delivered in partnership with aged care and carer support organisations such as the Multicultural Centre for Women's Health, Eastern Community Legal Centre, Aged Care Assessment Service, Council on the Ageing, Wesley Mission Aged Care and Support Services and Victorian Continence Resource Centre. Topics included heart health, writing wills and



appointing powers of attorney, aged care assessment service, residential aged care, Consumer Directed Care and homecare packages, Keeping Active as we Age, Access and Support Program, and healthy bladder and bowel habits.

Feedback received from the sessions was very positive with 96% of participants indicating they had a better understanding of aged care and carer support services and had greater confidence to access them. 98% responded that they would recommend these services and information to family and friends.

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

- *Very useful for new migrants who were not aware of it earlier*
- *Very informative*
- *It was great*
- *Any new information – please show us*

Expo

The expo was held across two days in December 2014 with the Camberwell Chinese Seniors. On the first day, 68 Chinese seniors participated with eleven staff from five aged care providers showcasing their services. On the second day, there were 62 Chinese participants and ten staff from five aged care providers. Altogether there were 130 Chinese community members who attended, which is made up of individuals attending either days or both days. Nine service providers participated including the Aged Care Assessment Service (North East), City of Boroondara, Bapcare, Regis Aged Care, MIC Access and Support Program, Chinese Community Social Services, LifeAssist, Commonwealth Respite and Carelink Centre, Villa Maria and Carers Victoria.



*Chinese Service Expo
– December 2014*

A total of 78 show bags were distributed with additional information on Home and Community Care, respite, DonatLife and Seniors' Information Line.



*Speaker at Chinese Service Expo –
December 2014*

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. Ninety-five percent reported feeling confident to make informed decisions about aged care following the expo, and 99% 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.

For organisations that did not already work with the Chinese community, respondents commented that the expo helped better equip them to work with the Chinese community in the future. Eighty-two per cent responded they found the expo useful for their organisation. Overall, service providers and community members alike agreed that the two day expo provided a good scope of concise information and a positive way of increasing understanding of each other.

Some comments received included:

- *A lot of good information, well explained and detailed*
- *Interesting and informative*
- *Very clear, meaningful and increased our knowledge*
- *Today's exhibition increased our knowledge and it is very clear*
- *I believe it was a useful way to disseminate information about our services (service provider)*

Service Tours

Three service tours to aged care facilities were conducted to increase understanding of available services. An average of 15 people attended each service tour. 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 44 older people from the Indian, Macedonian and Egyptian Coptic communities participated in the tours. The participants indicated that the opportunity to see residential aged care first hand helped them better understand options in aged care services and feel confident to make informed decisions for themselves. Most participants had never visited an aged care facility before and found the experience very insightful.



Macedonian Service Tour to Millward Aged Care – April 2015

The links made between service providers and diverse community groups has proved valuable for increasing knowledge about each other. Service tours conducted include:



Indian Service Tour to the Mews Aged Care Facility – February 2015

- Visit to The Mews Aged Care Facility – 17 members from the Camberwell Indian Seniors Forum participated.
- Visit to Millward Aged Care Facility – 16 members from the Macedonian Senior Citizens Group of Manningham participated.
- Visit to Bupa Templestowe and Emerald Terrace Aged Care Facilities – 11 members from the Australian Coptic Senior Citizens Club of Manningham participated.

Comments from the tours included..

- *What I saw today is very nice experience and felt good about it. A very nice centre.*
- *I'm going to visit and make further inquiries for my future*
- *I feel that if I was to put my father in a nursing home I have learnt that he would be in good care at Millward*
- *Very (pleasantly) surprised about the aged care*
- *Very interesting and positively helping*

Cultural Celebration Days

Four cultural celebration days were held at different aged care residential facilities across the Eastern Metropolitan Region of Melbourne.

Over 100 people including residents and staff at the different facilities and over 80 members from the Iranian, Indian, Lao and Chinese communities gathered at aged care facilities to share and celebrate culture together. The events helped establish relationships between diverse community groups and aged care services, enhancing mutual understanding.



Members from Ashburton Chinese Seniors group sharing cultural songs – September 2014



Iranian Celebration Day – August 2014

Comments from aged care facilities included:

- *A very good time for everyone here. Well worth going*
- *I thought it was very interesting to meet people from a different community*

Comments from community participant feedback included:

- *I would love to get engaged in any future activities. I enjoyed it today (Iranian)*
- *Thank you very much (Iranian)*
- *I would like to know more information about aged care (Lao)*
- *Yes it is very good idea to know about this. We can see and know different ideas and ways of living (Lao).*
- *Hope to participate in more activities (Chinese)*

Culture was celebrated in a range of ways including traditional music, dance and songs and sharing of cultural food.

In summary:

- Thirty-two members from the Iranian Seniors Society of Victoria together with 27 residents and staff at Grevillea House Adult Day Respite Centre celebrated Iranian culture. The day also included a tour of Melaleuca Lodge residential facility for the Iranian members.
- Eight members from the Tamil Senior Citizens Benevolent Society Australia together with 20 residents and staff at Samarinda Aged Care celebrated the Tamil 'Deepawali' festival of lights.
- Fifteen Lao Elderly Association members together with 20 staff, volunteers and residents at Regis Lake Park celebrated Lao culture.
- Twenty-six Ashburton Chinese Seniors together with 35 staff, volunteers and residents at Eva Tilley Memorial Home celebrated Chinese culture.



Indian Celebration Day at Samarinda Aged Care Facility – October 2014

Cultural Briefing Sessions

Cultural briefings were developed for aged care workers to increase cultural awareness and assist in providing culturally appropriate care to CALD communities. Seven cultural briefing sessions were delivered to workers from aged care and carer support services in the Eastern Metropolitan Region of Melbourne. Topics included understanding people from Jewish, Islamic, Arabic speaking, Indian, Chinese and Greek 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. Two hundred and two people attended the sessions with an average of 28 participants at each session.



Cultural briefing session on understanding people from Arabic speaking backgrounds – February 2015

Ninety-eight percent of participants indicated via written feedback that the cultural briefing would assist them with their work with people from CALD backgrounds. Ninety-nine percent also indicated that they would be interested in attending future cultural briefing sessions.

Feedback comments included:

- *Very interesting presentation much more so than what I expected. Would encourage more to attend other sessions.*
- *Totally interesting session, very informative and worthwhile*
- *It was a very enjoyable session, very informative and very helpful. The presenter was very knowledgeable and very open to different questions.*
- *I leave with a better understanding of difference between culture and Islam*
- *I have better understanding of cultural expectations and protocols*
- *I really enjoyed the entire session. I learnt so much.*
- *The depth and scope of knowledge and information presented was a highlight*
- *Information was well thought out. Topic interesting.*
- *Have gained a better understanding of Indian culture and their beliefs*
- *Has given me more of an insight on how culture plays such a major facet in how we could/can care for an aged Indian person*
- *Has given me more insight to Jewish culture and traditions, so can be more mindful in how we work with Jewish people*
- *Very informative session*
- *Of great benefit – thank you*
- *Will assist in understanding the culture when working within our community*
- *Very useful information and resource for Jewish people who may come into care*

Good Practice Forum

The 'Tricky Talk' Good Practice Forum was held on Thursday 7th May 2015. Fifty-three aged care and carer support staff from over thirty aged care services participated. The day included four presentations covering topics on the challenges and triumphs of communicating with people from CALD backgrounds in aged care. Participants were encouraged to take home practical tips, strategies and resources.

Ninety-two percent (92%) of respondents to the feedback reported that the forum increased their understanding of what is culturally competent practice and how to achieve this in your organisation.

Comments included:

- *Very helpful forum especially that there were representatives from different services giving examples of how to approach barriers*
- *Helpful presentation/information to understand clients who have different culture and language*
- *Very informative range of topics from presenters and organizations*
- *Excellent speakers! The information presented was so valuable and useful. I have so much information to take back to my workplace.*
- *Definitely driven home to treat each client as an individual in their cultural group – not as an “ethnic group”*

Ninety percent (90%) responded that the forum will assist with their work with people from culturally and linguistically diverse communities. The types of comments staff would do differently in their job or continue to provide in their services included:

- *We will explore how to assess our culturally diverse volunteers perceptions about dementia before matching with clients experiencing depression or dementia*
- *I hope to go back to work and evaluate our own cultural policies/procedures and resources and assist in updating them as required*
- *Be more culturally aware*
- *More confident knowing I have a good understanding and resources to assist me if and when I need*
- *When language is the barrier working with clients from CALD communities using body language as a tool to open communication – and the use of interpreter services can be most beneficial*
- *Reworking the assessment and case plan process*
- *Introduce some CALD themed days relevant to clients cultural/ethnic background.*
- *I will access info on cultural profiles more readily*
- *Review intake and assessment tools*

‘Tastes to Remember’ Forums

The outer east Tastes to Remember forum was held in partnership with Alzheimers Vic and Commonwealth Respite and Carelink Centre (CRCC). A total of 80 community members from the Italian, Greek, Polish, Chinese and Hungarian communities participated in the forum.

The inner east Tastes to Remember forum was held in partnership with Alzheimers Vic and Commonwealth Respite and Carelink Centre (CRCC). A total of 130 community members from Indian, Chinese, Armenian, Egyptian Coptic and German communities participated in the forum.

Both forums welcomed large numbers to the Tastes to Remember forums. The forums and included presentations by Alzheimer’s Vic and CRCC 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.

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 discussing how food brings back memories. The forum provided a good opportunity for different CALD groups to talk to each other and share their understanding of dementia.



"Tastes to Remember" Forums – May and June 2015

'My Aged Care' Computer classes

Members from the Chinese and Korean seniors groups were encouraged to participate in a short computer class providing information on residential aged care, homecare packages, the Aged Care Assessment Service and carer support services and how to access this information using the My Aged Care online portal.

One computer class with the Chinese seniors and two computer classes with the Korean seniors were delivered. Altogether a total of 24 participants attended the classes. 100% of respondents said that the information provided increased their knowledge of My Age Care. All participants responded that they would share this information with family and friends.

Access & Support Program

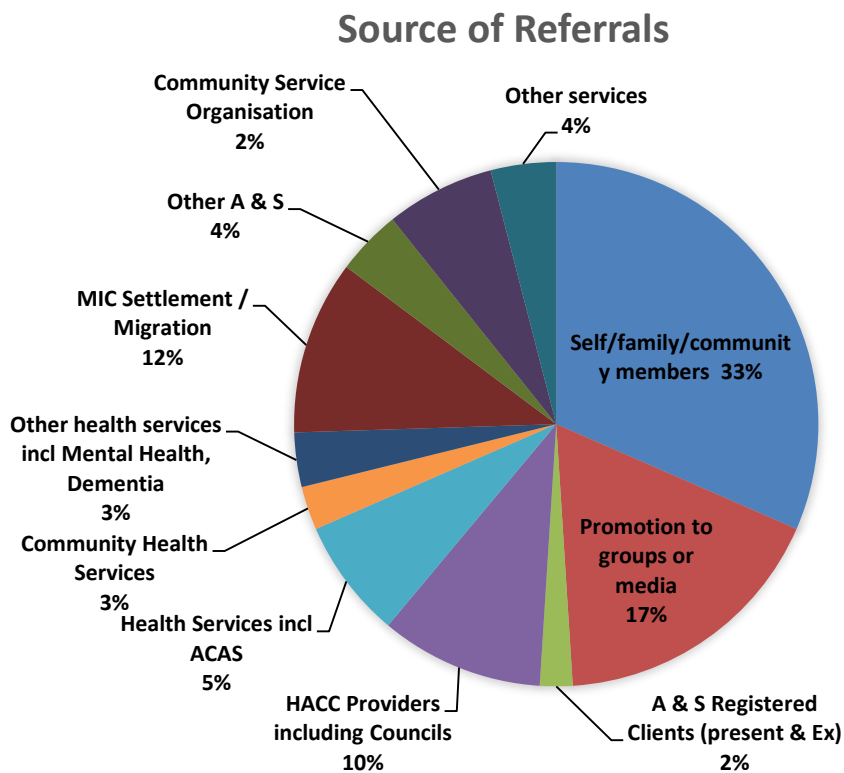
In 2014/2015, the MIC received funding from the Victorian and Commonwealth Governments under the Home and Community Care (HACC) Program to provide the Access and Support (A&S) program.

The A&S program works with older people, people with disabilities and their carers who are having difficulty accessing HACC and other services due to their diversity. The program provides short term, individual support to help people to remain independent and living at home. The program targets people who have dementia, speak a language other than English, are Aboriginal or Torres Strait Islander, have financial difficulty, are at risk of homelessness, or identify as gay, lesbian, bisexual, transgender or intersex. The MIC A&S program is one of approximately 50 similar programs in Victoria and one of 7 in the Eastern Metropolitan Region of Melbourne. The MIC A&S program is not restricted to individuals from CALD backgrounds.

Achievements

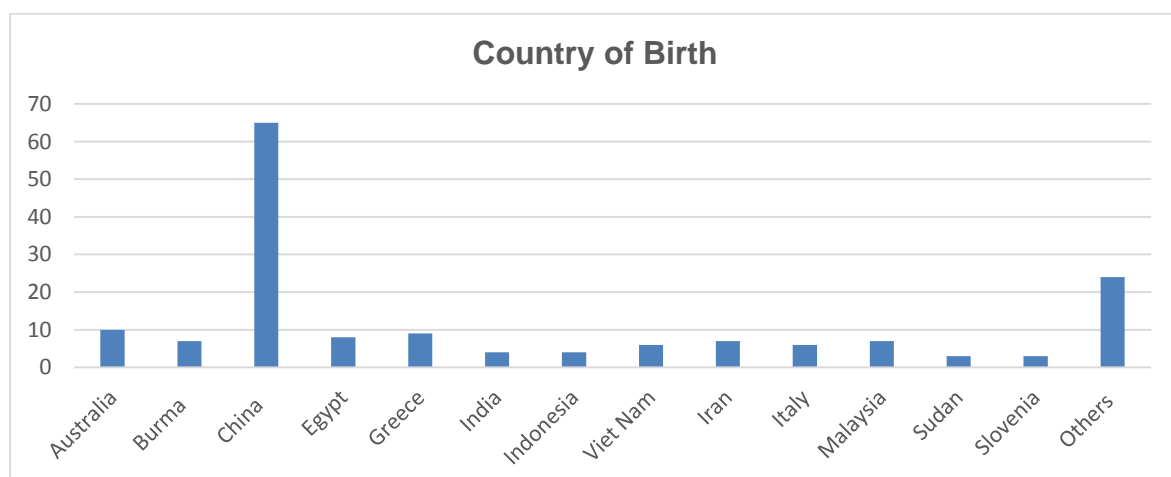
Referrals and clients

In 2014/2015 the MIC assisted 208 clients under the A&S program. The largest number of referrals were from individual clients or their family or community (45).



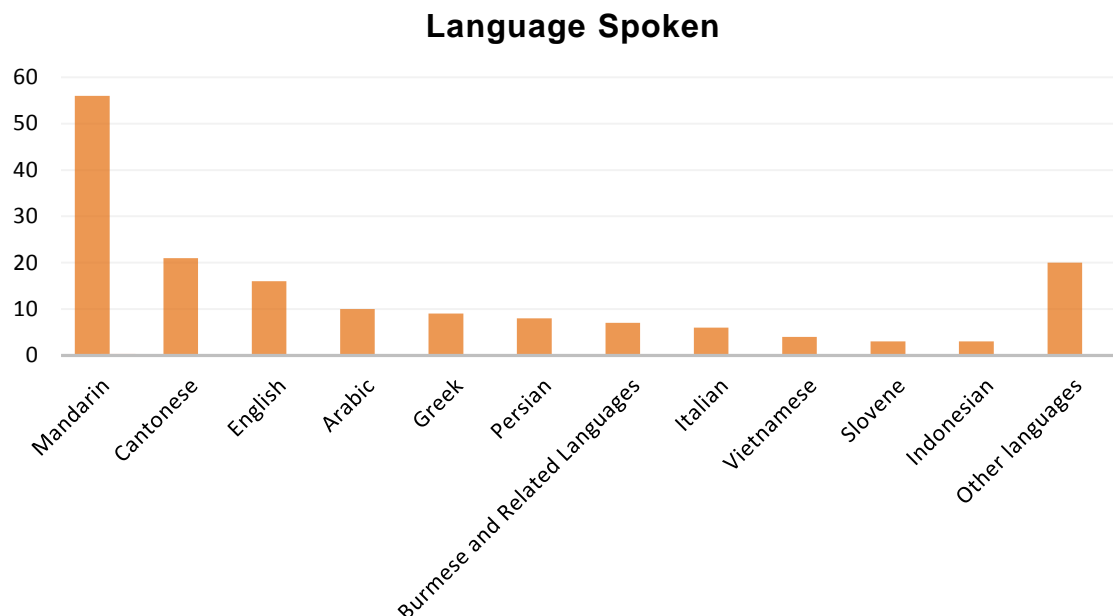
Country of Birth

In 2014/2015, the largest number of clients were born in China. Other countries of birth included Australia, Greece, Egypt, Burma, Iran, Malaysia, Vietnam, Italy, Indonesia, India, Sudan and Slovenia.



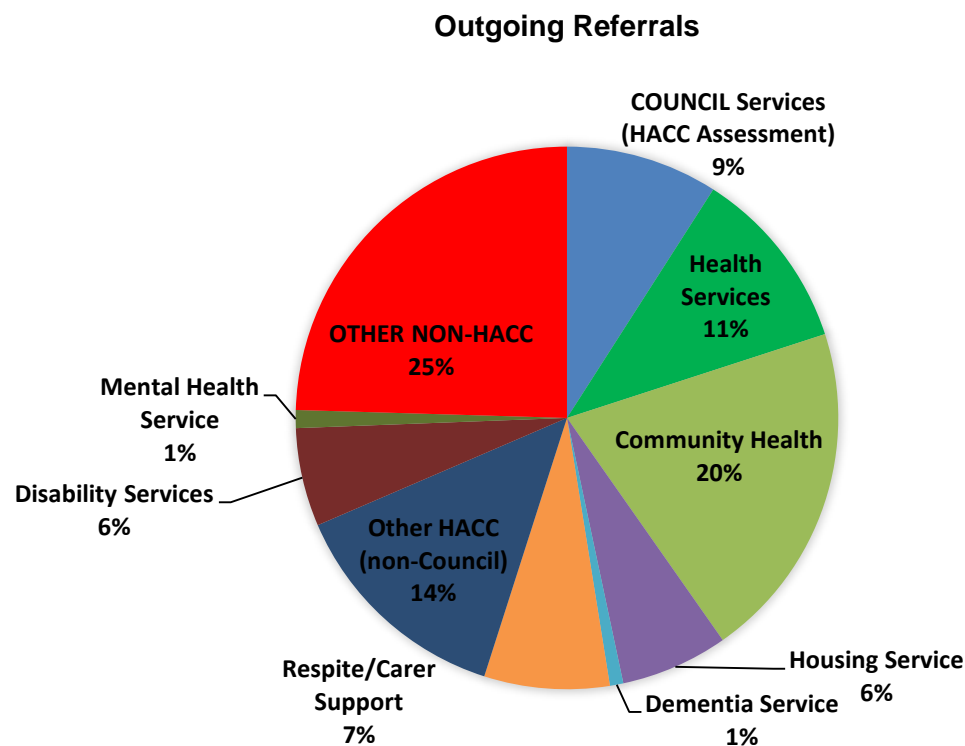
Language Spoken

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



Outgoing referrals and services accessed

A total of 360 referrals were made on behalf of A&S clients in 2014/2015.



With the assistance of the A&S program:

- Twenty-four clients accessed council HACC services such as home care, personal care, respite, meals on wheels, transport services, shopping assistance and home maintenance.
- Thirty-two clients received allied health services such as physiotherapy, occupational therapy and other non-council HACC social support services such as Planned Activity Groups (PAG), Volunteer Visiting and pet pal programs.
- Thirty clients were assessed by the Aged Care Assessment Services (ACAS).
- Fourteen clients received Commonwealth Home Care Packages.
- Seven clients received other HACC and non HACC transport services which included Eastern Volunteers Transport services, Multipurpose Taxi Program and Red Cross Patient Transport Services.
- Twenty clients received other respite and carer support services.
- Fifteen clients were assisted to link to appropriate housing support services.
- Nine clients received assistance from disability support services including DHS, Better Start Funding and Care Connect Flexible Support Packages.
- Nine clients accessed other non-HACC social support groups.
- Thirty-three clients received other services such as AMES Home Tutor Program, counselling, power of attorney, English classes, Continence Aids Payment, Quitline Vic, exercise programs, East Care Living Well Program, Centrelink benefits (Aged Pension, Disability Pension, Carer Payment and Allowance), mental health services, material aid and palliative care.

Links with service providers

In 2014/2015 the A&S workers established links with approximately 120 service providers including: local councils, community health services, the Royal District Nursing Service, carer support services, aged care assessment services, housing services, mental health services, disability services, legal services, Commonwealth Home Care Package providers, financial and material aid services, social support services, transport services, Centrelink and a range of Planned Activity Groups.

Client Feedback

The A&S Program surveys clients who have exited the program by telephone. In 2014/2015, 56 client feedback surveys were completed. Respondents reported that A&S Program helped linked them into different services including - Council services such as home care and personal care, home maintenance, respite, meals, planned activity group, allied health including occupational therapy assessment and physiotherapy, housing, aged care assessment services, home care packages, mental health services, disability support services, English classes, friendly visiting, exercise classes, nursing, Centrelink benefits including carer payment and carer allowance, transport, equipment such as walking frame and shower chair, half price taxi card, carer card and companion card. Other results from the survey were:

- 93% of respondents stated that they would not have been able to find the services without the help of the A&S worker
- 93% were completely satisfied with the help they received from A&S
- 95% said they could contact the A&S worker when they needed to
- 98% said the worker listened to them and understood what was important to them
- 98% said the worker helped them to understand what services are available and to make choices that were right for them
- 86% said they now feel more confident to contact services
- 98% said they would recommend A&S to other people

Comments from clients included:

- *(The worker) helped us to speed up the process in getting funding for my daughter, helped us to get council's domestic help*
- *(The worker) gave us a lot of help, talked to my mum who is very resistant to services, helped mum getting a package*
- *I have more confidence now and my English is better. I ring my doctor, the podiatrist and diabetes nurse*
- *(the worker) listened to us and understood what was important to my parents, provided a lot of information on different services, encouraged me to contact services by providing relevant information*
- *(The worker) gave us a lot of help. I couldn't remember all the names of the services, but (the worker) was very patient and provided a lot of information and assistance to me, helped my father using services. Before (the worker) contacted me, I was very stressed as a carer. (the worker) listened and understood what I need.*
- *(The worker) gave lots of advice, explained what services are available, shortened waiting time, helped with physio.*
- *(The worker) provided information on mental health services and referred my son to Partners in Recovery Program. Now he has a case worker.*
- *(The worker) was very helpful. She did a home visit and assessed the situation. She made a referral to council. Helped to look for respite in a nursing home. She relieved a lot of stress for me as a carer.*
- *(The worker) has a good knowledge of what services available for my mum and tried very hard to get all the services for us*
- *A lot of general support. (the worker) was almost like a case manager coordinating different services, providing information and following up a lot of things.*
- *We have no idea about the aged care services and (the worker) assisted us to access*

Communication & Promotion Activities

A&S continued to be promoted to both community members and service providers in the Eastern Metropolitan Region of Melbourne. In 2014/2015, the secondary consultation flyer was developed for service providers and the secondary consultation role was promoted at Network meetings. The translated brochures for clients were uploaded onto the MIC's website.

Promotional activities included:

- Ten presentations of A&S program to over 121 workers and volunteers through networks and team meetings including Monash Interagency Network, CASPNOW (Whitehorse), local councils, Partners In Recovery (Mental Health Illness Fellowship and NEAMI Kew), Outer East ACAS, Migrant Settlement Committee Eastern Region and Eastern Community Legal Centre.
- Nine presentations about HACC and A&S to seniors groups and participation at 4 Expos targeted at seniors in the Eastern Metropolitan Region of Melbourne.
- Promotional materials were mailed out or dropped at various organisations including social support groups, community health centres, senior citizens centres, churches and medical centres.

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 Eastern Metropolitan Region of Melbourne and state-wide. These included the EMR HACC 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, Boroondara Aged Service Providers Association, Monash Interagency Network, Monash Senior Citizens Forum, Community Aged Service Providers Network of Whitehorse, EMR Older Persons Mental Health Alliance, Monash Interagency Network, Manningham Aged and Disability Network, RIDE Network, Manningham HACC Service Providers Network, and Whitehorse Older Persons Action Group.

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 and individuals who were not A&S clients on 124 occasions.

Agencies requesting information included: Community Health Services, Aged Care Assessment Services, Councils, Alzheimer's Vic, Home Care Package providers, disability support services, HARP program at hospitals, carer support services, CRCC, community housing services, neighbourhood houses, hospital social workers, Medicare Locals, nursing services, private hoarding and de-cluttering services, aged care homes, mental health services (PIR), migrant and refugee settlement services, Citizen's Advice Bureau, St Georges APMH, SalvoCare Eastern, volunteer resource centres, Vermont Gardens, schools, Eastern Palliative Care Social Worker, NEAMI Kew, Clayton Community Rehab Centre, AMES Settlement, Prahran Mission and other aged care providers.

The nature of information requested from agencies included:

- Contact details of ethno-specific social support groups/PAGs/respite day centres/residential facilities for people from Arabic, Chinese, Cambodian, Filipino, Greek, Hindi, Indian, Japanese, Khmer, Korean, Macedonian, Punjabi, Romanian, Spanish, Sri Lankan and Vietnamese backgrounds
- Availability of culturally appropriate aged care and disability services for newly arrived refugees and people from CALD backgrounds
- Eligibility for services due to visa status
- Support options in other regions
- How to provide culturally appropriate services to people and their carers from CALD backgrounds
- How to conduct cultural celebrations with nursing home residents
- How to access HACC funded language (interpreting) services

Most enquires from individuals were looking for specific types of services to assist them. Enquires included:

- Support and care service options when people are no longer able to care for themselves
- Transport options for older people and people with dementia
- Appropriate social groups, Day Respite Centres and residential facilities
- Information on Council's services, housing services, ACAS, disability services, SRS and independent living units

Active Service Model (ASM) and Diversity

Under the ASM in 2014/2015 the MIC planned to review A&S 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. Objectives in the Diversity Plan for 2014/2015 were to implement A&S to increase access to services for people who may be disadvantaged due to their diversity, promote the secondary consultation role of the MIC A&S workers to HACC agencies in the Eastern Metropolitan Region of Melbourne with a particular focus on the provision of culturally appropriate services, and increase understanding of people at risk of homelessness and the issues they face in accessing support services and provide support to individuals.

Key activities that were undertaken by A&S workers towards these objectives included:

- Undertaking outreach to promote the A&S services by visiting community soup kitchens, churches, grand-parenting groups, local shopping centres and bus stops; visiting CALD senior citizens clubs/groups; participating in services expos run by local councils and community organisations; presenting and promoting A&S to AMES, Community Education Centre and TAFE students who may be carers for family members
- Working with SRS managers to assist SRS residents to access HACC, mental health, allied health, ACAS, home care packages and other aged care services
- Promoting A&S service to social housing services and rooming houses

Settlement Support Fund

In 2003/2004 the MIC established a Trust Fund – the Settlement Support 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 2014/2015, \$3376.15 was raised through fundraising including sausage sizzles held with the support of Bunnings and donations. In 2014/2015, 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 Network, EDVOS Family Violence Group Network, RoadsafE Eastern Metro and Maroondah Community Safety Committee.

Assistance to agencies

A newsletter titled “Eastern Multicultural News” was published bi-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. Ten 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

Funded by the Department of Social Services, Settlement Services, the MIC's Volunteer Program provides members of the mainstream community opportunities to assist eligible migrants, refugees and humanitarian entrants successfully settle in the Eastern Region of Melbourne. MIC volunteers support newly arrived people from migrant and refugee backgrounds to become more self-reliant and help them gain life skills to participate more fully in Australian life. In addition to practical support provided, such interaction allows for firsthand cross-cultural understanding to be positively promoted via a ripple effect throughout the communities within which they engage. MIC volunteers are required to attend an interview, training and successfully undertake the necessary mandated checks. MIC volunteers continue to be provided with ongoing support from the Volunteer Coordinator throughout their volunteering tenure.

In 2014/2015, 74 MIC volunteers assisted eligible migrants, refugees and humanitarian entrants in the Eastern Metropolitan Region of Melbourne. This support included assisting clients access local recreational programs and services, public transport orientation, attend medical and other appointments, one to one tutoring, driving mentoring, as well as in a wide range of group focussed MIC activities such as primary and secondary school homework support programs, playgroups, children, youth and family holiday programs, swimming programs, "Cool Kids and Rainbows" therapeutic children's programs, sporting events and group information sessions.



Volunteer recognition and social activity celebration – December 2014

The Year Ahead

Direct Client Services

In 2015/2016 MIC will continue to provide services to individuals, families and communities from CALD backgrounds residing in the Eastern Metropolitan Region of Melbourne. 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 migration advice, homework support groups, playgroups and an outreach service at four local Secondary Colleges as well as at Swinburne TAFE, Croydon.

We will offer six employment programs to assist clients to secure employment

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 recruit volunteers to assist families and individuals to successfully settle in the Eastern Metropolitan Region of Melbourne.

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 the education system in Victoria, financial literacy, parenting, women's health and healthy living will be held.

We will continue to offer driving programs and subsidised driving lessons to recently arrived refugees and family stream migrants with low English proficiency.

We will facilitate two women's group – one for the Iranian community and one for the Pakistani community.

We will facilitate one men's group for the Iranian community.

We will continue to hold the Migrant Communities Network to assist us to identify the service needs of refugees and family stream migrants with low English 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 through a range of activities including Association governance and leadership training.

Services to Agencies

In 2015/2016, 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 delivering training sessions on different cultures as well as general cultural awareness training for agencies. We will also hold ten forums on the needs of our clients and strategies to meet these needs.

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 2015.

Directors

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

Mr Robert Colla

Mr Akbar Akbarzadeh

Ms Gitta Clayton appointed 1st May 2015

Mr Kai Leung

Mr Mark Melican appointed 1st March 2015

Mr Peter McPhee

Ms Fiona Purcell

Mrs Serena Seah – appointed 1st April 2014 and resigned 30th April 2015

Mr Brian Thompson – appointed 1st April 2014 and resigned February 28th 2015

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 Metropolitan Region of Melbourne, 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 Metropolitan Region of Melbourne
- Enhance existing links with and between a range of service providing agencies in the Eastern Metropolitan Region of Melbourne Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the Eastern Metropolitan Region of Melbourne 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 Eastern Metropolitan Region of Melbourne 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:

- Settlement services were provided to individuals on over 5900 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 China.
- Private rental housing was secured for 79 families
- One hundred and thirty-two information sessions were presented to newly arrived refugee and family stream migrant communities. Topics covered in the presentations included financial literacy, women's health, road rules, crime stoppers, writing resumes and covering letters, and migration. Over 3300 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 23 students attended each of the programs on a weekly basis. The groups were supported by 20 volunteers.
- Assistance was provided to over 200 people to access Home and Community Care Services and other aged care and support services.
- Thirty-five young people were assisted to reengage with school, employment or training
- Two eight-week programs were delivered for Iranian women who were experiencing or at risk of experiencing family violence – an average of 10 women attended each program
- Family support was provided to 37 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.

Ms Gitta Clayton

Appointed: 01/05/2015

Gitta is the Volunteer Coordinator at AMES. Gitta has worked in the eastern region with AMES since 1999 and has a strong understanding of refugee and migrant settlement needs. Gitta is also a member of The Hope Project. The Hope Project assists and supports Karen refugees on the Thai/Burma border and in areas of internally displaced people in Burma.

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 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. Prior to retiring in 2014 Robert was principal of Blackburn English Language School for 20 years. Robert currently tutors in education at Monash University.

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 Mark Melican

Appointed: 01/03/2015

Mark is the Principal of Blackburn English Language School which has 2 campuses one in Blackburn and a second in Croydon North. Mark has over 25 years' experience in teaching with a focus on teaching English as a second language.

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 Senator of Junior Chamber International 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. 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 for a number of not for profit organisations.

Mrs Serena Seah

Appointed: 01/04/2014 and resigned 30/04/2015

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 and resigned 28/02/2015

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	10
Mr Akbar Akbarzadeh	11	7
Ms Gitta Clayton	2	2
Mr Kai Leung	11	11
Mr Mark Melican	4	3
Mr Peter McPhee	11	8
Mr Fiona Purcell	11	9
Mrs Serena Seah	9	5
Mr Brian Thompson	7	6

Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the company. At 30 June 2015 the number of members was 33. The total members' guarantee amounted to \$330 (2014: \$280).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year 30 June 2015 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 19th day of August 2015

**Statement of Comprehensive Income
for the Year Ended 30 June 2015**

	2015	2014
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
ADRA Australia	4,200	-
Department of Social Services	1,558,788	1,478,294
DIBP- IAAAS	15,909	18,745
DH	259,252	285,075
DHS	21,378	22,998
City of Knox	-	9,732
City of Whitehorse	1,644	2,791
CMY	3,479	-
Department of Premier & Cabinet	1,550	3,351
KYM Youth Connections	50,404	103,600
Maroondah City Council	6,927	5,455
Medicare Local	4,540	19,630
VMC-OMAC	117,070	127,177
Settlement Support Fund	6,437	8,641
The Reading Foundation	2,880	-
The Shane Warne Foundation	2,595	-
Vic Roads	39,862	31,904
Yarra Ranges Council	11,256	4,720
Minor Projects	4,369	8,989
Interest	25,180	23,298
Other income	41,848	11,594
TOTAL REVENUE	2,179,567	2,165,994

**Statement of Comprehensive Income
for the Year Ended 30 June 2015**

EXPENSES	Note	2015 \$	2014 \$
Employee Benefits Expenses			
Professional Development		16,133	9,445
Recruitment Staff		-	350
Superannuation		148,330	144,564
Wages & Salaries		1,424,494	1,442,963
Holiday Pay		126,374	116,294
Work Cover		15,476	13,033
Long Service Leave		64,099	50,506
Employer Expenses - Other		-	150
Total Employee Benefits Expenses		1,794,907	1,777,305
Depreciation Expenses		14,502	16,560
Other Expenses from Ordinary Activities			
Audit		6,655	3,490
Board Expenses		283	361
Bank Charges		1066	970
Computer System (excl capital expenses)		8,708	12,109
Dues & Subscriptions		2,832	4,091
Office Equipment		4,528	-
Insurances		7,503	8,027
Motor Vehicle Expenses		33,405	29,440
Photocopier		2,367	1,914
Postage		3,826	6,751
Rent & Utilities – Office		61,977	61,803
School Materials		256	-
Stationery		14,059	12,186
Telephone		22,172	23,576
Service Delivery - Interpreting & Translating		29,431	40,343
Service Delivery - Meeting Expenses		29,071	11,998
Service Delivery - Direct Client Support		5,051	7,297
Service Delivery - Printing		6,972	6,280
Service Delivery - Volunteer Expenses		957	2,108
Venue Hire		14,029	17,780
Facilitators/Speakers Payment		11,680	14,823
Catering/Refreshments		27,674	26,337
Transport Subsidies/Expenses		12,654	7,957
Loss on Car Disposal		103	-
Other Expenses		62,656	72,242
Total Other Expenses		369,915	371,883
TOTAL EXPENSES		2,179,324	2,165,748
Current Year Surplus		243	246
Other Comprehensive Income		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2	243	246

The accompanying notes form part of these financial statements

**Statement of Financial Position
for the Year Ended 30 June 2015**

ASSETS	2015	2014
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	78,892	92,178
Settlement Support Fund 6511	1,548	3,493
Business Maximiser Acc 4893	598,174	471,882
Investment Cheque Acc 82-335-9479	99,616	48,893
Term Deposit NAB 82-632-8838	20,000	20,000
Petty Cash	2,684	943
Total Cash on Hand	800,913	637,388
Investments		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 13-613-4593	200,000	200,000
Receivables	62,867	9,681
Payment in Advance	18,763	-
Total Current Assets	1,182,544	947,070
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	63,940	61,542
Less Accumulated Depreciation	(61,128)	(57,754)
Total Computer Equipment	2,812	3,788
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(17,053)	(16,159)
Total Furniture and Fixtures	7,206	8,100
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	7,667	7,667
Less Accumulated Depreciation	(7,667)	(7,667)
Total Fax & Photocopier	0	0
Office equipment		
Office Equipment at Cost	672	672
Less Accumulated Depreciation	(406)	(238)
Total Office equipment	266	434
Motor Vehicle		
Motor Vehicle at Cost	68,311	74,588
Less Accumulated Depreciation	(6,335)	(22,776)
Total Motor Vehicle	61,976	51,812
Total Fixed Assets	72,260	64,135
TOTAL ASSETS	1,254,804	1,011,204

**Statement of Financial Position
for the Year Ended 30 June 2015**

LIABILITIES	2015	2014
	\$	\$
Current Liabilities		
Grants in Advance	715,142	454,404
FBT Salary Sacrifice	975	(8,636)
GST Liabilities	9,066	39,298
Payroll Liabilities		
Accrual / in arrears	6,297	53,918
Holiday Pay Accrual	64,779	72,439
Superannuation	41,062	32,175
Long Service Leave	217,396	153,762
PAYG Withholding	23,333	12,123
Non Current Liabilities		
Long Service Leave	84,544	108,452
Total Payroll Liabilities	437,411	432,870
Provisions		
Provision – Auditor	1,700	2,515
Provision - Recruitment	1,696	1,696
Provision – Work Cover	0	488
Total Provisions	3,396	4,699
TOTAL LIABILITIES	1,165,990	922,633
NET ASSETS	88,814	88,571
EQUITY		
Retained Earnings	88,571	88,325
Current Year Surplus/Deficit	243	246
TOTAL EQUITY	88,814	88,571

The accompanying notes form part of these financial statements.

**Statement of Changes in Equity
for the Year Ended 30 June 2015**

	\$ Retained Earnings	\$ Other Reserves	\$ Total
Balance 1 July 2013	88,225	100	88,325
Surplus for the year	246	-	246
Balance 30 June 2014	88,471	100	88,571
Balance 1 July 2014	88,471	100	88,571
Surplus for the year	243	-	243
Balance 30 June 2015	88,714	100	88,814

The accompanying notes form part of these financial statement

**Statement of Cash flow
for the Year Ended June 2015**

	Note	2015 \$	2014 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,595,820	2,346,677
Miscellaneous Income		6,248	51,786
Interest Received		25,180	23,298
Payments to Suppliers and Employees		(2,440,992)	(2,330,868)
Net cash (used in)/generated from operating activities	4	186,256	90,893
Cash Flows from Investing Activities			
Payment for Motor Vehicle		(20,333)	(1,352)
Payment for Computer Equipment		(2,398)	(3,477)
Purchases of Office Equipment		-	(8,648)
Net cash used in investing activities		(22,731)	(13,477)
Net increase / (decrease) in cash held		163,525	77,416
Cash at beginning of period		817,388	739,972
Cash at end of Financial Year		980,913	817,388

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the year ended 30 June 2015

General information

The financial statements cover Template ACNC Medium Large as an individual entity. The financial statements are presented in Australian dollars, which is Template ACNC Medium Large's functional and presentation currency.

Template ACNC Medium Large is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is:

Suite 2, 27 Bank Street
Box Hill VIC 3128

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 19th August 2015. The directors have the power to amend and reissue the financial statements.

- 1.
- 2.

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New, revised or amending Accounting Standards and Interpretations adopted

The company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Basis of preparation

In the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 requirements to prepare financial statements to the members of Template ACNC Medium Large. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Template ACNC Medium Large .

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1031 'Materiality', AASB 1048 'Interpretation of Standards' and

AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities that qualify for and apply differential reporting concessions.

Historical cost convention

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of available-for-sale financial assets, financial assets and liabilities at fair value through profit or loss, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 3.

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.

c) Depreciation

The depreciable amount of all fixed assets 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 & Fixtures	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.

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, revised or amending Accounting Standard and Interpretations adopted

The Company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

m) Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Provision for impairment of receivables

The provision for impairment of receivables assessment requires a degree of estimation and judgement. The level of provision is assessed by taking into account the recent sales experience, the ageing of receivables, historical collection rates and specific knowledge of the individual debtors financial position.

Estimation of useful lives of assets

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, the liability for 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.

Note 2: Allocation of Surplus

	2015	2014
	\$	\$
Monies Carried forward for Service Brochures	243	246
Total	243	246

Note 3: Events Subsequent To Reporting Dates

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

Note 4: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2015	2014
	\$	\$
Operating Surplus	243	246
Non-cash flows in operating surplus:		
– Depreciation	14,502	16,560
– Profit on Disposal of Motor Vehicle	103	(8,184)
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	(53,187)	(8,499)
– Decrease/(Increase) in Payment in Advance	(18,763)	0
– Increase /(Decrease) in Payment in Arrears	6,297	0
– Increase/(Decrease) in Provisions	(815)	(2,485)
– Increase/(Decrease) in Grant in Advance	260,738	18,698
– Increase/(Decrease) in Payroll Liabilities	7,368	77,475
– Increase/(Decrease) in GST	(30,232)	(2,915)
Cash flows (used in)/provided by operating activities	186,256	90,893

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

In the directors' opinion:


- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 2 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 requirements to prepare financial statements to the members of Template ACNC Medium Large;
- the attached financial statements and notes thereto comply with the Australian Charities and Not-for-profits Commission Act 2012, the Accounting Standards as described in note 2 to the financial statements, the Australian Charities and Not-for-profits Commission Regulations 2014 and other mandatory professional reporting requirements;
- the attached financial statements and notes thereto give a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of Corporations Act 2001.

On behalf of the directors



Mr Robert Colla
Chair



Ms Fiona Purcell
Secretary

19th August 2015



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 (EAST MELBOURNE) LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2015 there
have been:

- i. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'R. Hurrell', written over a horizontal line.

Robert J Hurrell, FCA
rdl.accountants

19th August 2015
Blackburn, Victoria

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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 (East Melbourne) Limited (the company), which comprises the statement of financial position as at 30 June 2015, 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*.

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Opinion

In our opinion the financial report of Migrant Information Centre (East Melbourne) Limited has been prepared in accordance with Division 60 of 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 2015 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 Division 60 of the *Australian and Not-for-profits Commission Act Regulation 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
rdl.accountants

19th August 2015
Blackburn, Victoria

