



# MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)

## ANNUAL REPORT



**2018**  
**2019**

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Migrant Information Centre (Eastern Melbourne)  
Annual Report 2019/2020

November 2019

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**CELEBRATING**

**20<sup>TH</sup>**

**ANNIVERSARY**



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# OVERVIEW

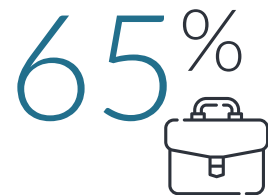
## TOP 5 COUNTRIES



## CASEWORK



## EMPLOYMENT



SECURED  
EMPLOYMENT

## MIGRATION



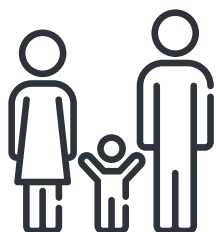
## ASYLUM SEEKERS

\$22,572

EMERGENCY  
RELIEF FUNDS  
PROVIDED TO  
57 FAMILIES



## HOUSING



78 CLIENTS



## AGED & DISABILITY



268 AGED  
CLIENTS



55 CLIENTS  
WITH A  
DISABILITY

303 OUTGOING  
REFERRALS







# CHAIRPERSON'S REPORT



**PETER MCPHEE**

CHAIRPERSON

On behalf of my fellow directors the staff and volunteers on the MIC, I am pleased to present a report on the activities for the year ended 30 June 2019. The coming years hold challenges for the management and staff as they cope with the changes and priorities of our funding bodies. I have no doubt that they will rise to these challenges and continue to provide valuable services to the community.

MIC delivers a number of programs to assist individuals, families and communities from Culturally and Linguistically Diverse (CALD) backgrounds to successfully settle into life in Australia and to participate fully in their local communities.

Our work delivers services and programs for people of all ages from pre-school aged children at playgroups through to older people who are seeking information on aged care services.

In 2018/2019, the work of the MIC included:

- Provision of Settlement Support Services, including casework and group programs for people from refugee backgrounds and family stream migrants with low English language proficiency to support their settlement in the Eastern Metropolitan Region (EMR) of Melbourne.
- Family Support Services including one to one counselling for women, healthy relationships programs for couples, gender equity programs and women's leadership programs.
- Children's and Youth Services including playgroups, homework support programs, therapeutic groups for children, holiday programs and a range of youth activities.



- Support for migrant and refugee community associations and leaders to build their capacity to better support members of their community.
- Support for asylum seekers and people on Temporary Protection Visas and Safe Haven Enterprise Visas, including assistance to access crisis funds and participate in activities.
- Support for older people and people with a disability to access appropriate services and facilitating group programs.

In August 2009 Hannah Kinross, a MIC staff member was tragically killed in a plane crash whilst preparing to walk the Kokoda Track in Papua New Guinea. In Hannah's memory the MIC and her family established the 'Hannah Kinross Fund' used to assist young people from refugee and migrant backgrounds to participate in sports and other healthy activities. In 2018/2019, the fund assisted fourteen young people to join local sports clubs, enhancing their settlement through providing an opportunity for them to participate in social and recreational activities with other young people in their local area.

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 2018/2019 was awarded to Jacque Arulanandam.

## THE YEAR AHEAD

In 2019/2020 MIC will continue to build its client base and its work with both migrant and refugee community groups and local agencies. Our work will include:

### ***Direct Client Services***

- Providing casework services to people from refugee backgrounds and family stream migrants with low English language proficiency to support their settlement in EMR.
- Assisting people from diverse backgrounds to access Commonwealth funded home support programs and younger people with disabilities to access appropriate services.
- Providing migration advice, an outreach service at four local secondary colleges as well as at Swinburne TAFE, Croydon Campus
- Providing employment and education specific casework services to people from refugee backgrounds and family stream migrants with low English language proficiency to help them to find work and/or engage in education and training.
- Providing support to women from CALD communities who have experienced, are experiencing or are at risk of experiencing family violence.
- Recruiting volunteers to visit socially isolated older people from CALD communities who are in receipt of Commonwealth funded aged care packages or who are living in residential care.

### ***Services for Migrant and Refugee Communities***

- Holding over fifty information sessions with refugees and family stream migrants with low English language proficiency on local services and life in Australia.
- Providing driver education programs for both newly arrived adults and youth from refugee backgrounds and a bicycle road safety education program for children.
- Offering life skills programs, including healthy lifestyles programs, parenting programs, information sessions on the education system in Australia, excursions and activities to increase civic participation and confidence on public transport.
- Holding support groups for women who are experiencing, have experienced or are at risk of experiencing family violence.
- Providing family relationships programs and men's and women's support groups for families from refugee backgrounds, developing family violence resources for community leaders and respectful relationships programs for newly arrived young people in schools.



- Delivering seven weekly playgroups for parents and grandparents from refugee and family stream migrant backgrounds and their preschool aged children/grandchildren.
- Holding a range of programs for youth and children, including a therapeutic group for children (in partnership with Foundation House), six weekly homework support programs for secondary and primary school students from refugee and migrant backgrounds across the region, holiday programs, sports activities, a leadership program and young men's and young women's programs.
- Working with community leaders of refugee communities to build their capacity to better meet the needs of their members as well as asylum seeker support agencies to assist asylum seekers in the region to access essential services.
- Continuing to support a strong network of volunteers to assist with MIC's programs and fundraising activities

### **Services to Agencies**

- Continuing to develop strong relationships with other services in the region to ensure the best possible outcomes for mutual clients and address emerging needs, through initiatives such as the Eastern CALD English, Education and Employment Network, delivering forums and training to other services, attending other networks in the region and working collaboratively on joint projects.
- Providing advice and resources to agencies as required.

The support provided to MIC by our funding bodies, including the Australian Department of Social Services, Australian Department of Health, Victorian Department of Premier and Cabinet Multicultural Affairs and Social Cohesion Division, Victorian Government Department of Health and Human Services, VicRoads, local councils and other funds is greatly appreciated. On behalf of the Directors and staff, I would like to express my appreciation for their continued support.

After almost 20 years' involvement with the MIC the time has come to retire as a Director therefore this is my last report as Chairman, and a director of the MIC, I acknowledge and thank the great support from the directors with whom I have served in my time as a Director, especially since becoming Chairman. Their ongoing volunteer involvement with the centre is critical to the MIC's continued success. I wish the MIC good fortune and more success in the future in providing essential services to the community.

This year our manager Jessica Bishop opted to take extended leave to experience the joys of motherhood, we wish her well and look forward to her return. Her stand in Rebecca Dunsdon has been a more than worthy replacement

Finally, I would like to thank the wonderful staff and volunteers of the MIC for their ongoing commitment to providing quality services to support the individuals, families and communities accessing the MIC. I congratulate Jessica and her team on a fantastic year's work.



Peter McPhee Chairperson

Migrant Information Centre (Eastern Melbourne)







# DIRECTORS' REPORT

## DIRECTORS

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

Mr Peter McPhee (Chairperson)  
Mr Akbar Akbarzadeh  
Ms Rebecca Burdon  
Mr Surma Hiremath  
Mr Kai Leung  
Mr Mark Melican  
Mr Tony Robinson  
Ms Claire Smith

## PRINCIPAL ACTIVITIES

The principal activity of the Company during the financial year was to provide services for people from refugee and migrant backgrounds to support their settlement and strengthen their equity of access to the services and opportunities that Australia has to offer.

## SHORT TERM OBJECTIVES

Migrant Information Centre'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

Migrant Information Centre'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, Migrant Information Centre has adopted the following strategies:

- MIC strives to attract and retain grant funding from all levels of government and philanthropic trusts and foundations in order to resource services for client groups.
- MIC has established reporting arrangements to ensure that the governance structure is well informed for monitoring, planning and decision-making. MIC strives to attract and retain quality staff and volunteers who are committed to working with people from diverse backgrounds, and this is evidenced by low staff turnover. MIC believes that attracting and retaining quality staff and volunteers will assist with the success of the MIC in both the short and long term.
- Staff and volunteers are committed to providing the best possible outcomes on behalf of people from diverse backgrounds with whom the organisation is involved. This is evidenced by the success of new and existing programs in support of people from refugee, migrant and other diverse backgrounds who have accessed the service. Committed staff and volunteers allow the MIC the ability to engage in continuous improvement.
- MIC'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 people from diverse backgrounds and MIC.
- MIC builds partnerships with a range of community stakeholders, and this is evidenced by ongoing support of MIC's projects and initiatives. MIC ensures community stakeholders understand and are supportive of the objectives of MIC through ongoing communication and education.

## ACHIEVING OUR OBJECTIVES

Examples of activities that assisted in achieving the MIC's objectives included:

- Settlement services were provided on over 5000 occasions to over 1800 individuals. People accessing these services were born in 16 different countries. The largest numbers of people contacting the service were from Burma, Iran and China.
- Over 45 settlement clients were assisted with employment casework and 65% of these successfully entered into a work-related activity.
- Over 200 settlement clients were assisted with migration advice.
- Private rental housing was secured for over 50 families.
- Over 90 information sessions were presented to newly arrived individuals and families from refugee backgrounds and family stream migrant communities. Topics covered in the presentations included Centrelink payments, the education system in Australia, employment pathways, women's health, using public transport, life in Australia, budgeting and saving, and democracy and voting.
- Six weekly homework support programs were provided – three for secondary school aged students at the Croydon, Ringwood and Mooroolbark libraries and three for primary school students in Croydon, Ringwood and Mooroolbark on a weekly basis during school terms. An average of 78 students attended the programs on a weekly basis. The groups were supported by over 20 volunteers.
- Six weekly playgroups were held during school terms.
- Young people from refugee backgrounds were supported through facilitating a youth leadership program,



a young men's and young women's support program, an employment program, a driving education program to assist young people to gain their learners permit and holding three school holiday programs, a range of sports programs, a public transport marathon and a youth cyber safety camp.

- Assistance was provided to 357 people aged over 65 years to access the Commonwealth Home Support Program and other aged care and support services.
- Assistance was provided to 77 people aged under 65 years who have a disability to access disability services.
- Volunteers visited 18 socially isolated older people living in residential care or at home with the support of Commonwealth funded aged care packages.
- Two eight-week programs were delivered for women who had experienced, were experiencing or were at risk of experiencing family violence – an average of six women attended each program.
- Twenty women who had experienced, were experiencing or were at risk of family violence received family violence counselling. Two eight-week programs were delivered for women who had experienced, were experiencing or were at risk of experiencing family violence – an average of six women attended each program.
- Twenty women who had experienced, were experiencing or were at risk of family violence received family violence counselling.
- Four healthy lifestyles programs were held with an average of 35 participants per session.
- A driver education program was held to assist clients from refugee backgrounds to learn the road rules and obtain their driver's licence.
- Eighty-five volunteers assisted our clients across these programs.

## PERFORMANCE MEASURES

Migrant Information Centre 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 MIC's staff
- Number of individuals attending information sessions held by MIC
- Feedback from clients on their satisfaction with the services provided by MIC



## MIC DIRECTORS

### **Mr Aliakbar Akbarzadeh**

Appointed: 01/04/02, reappointed on 01/04/05, 01/04/2008, 01/04/2011, 01/04/2014 and 01/04/2017

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 16 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 19 years Aliakbar has been a volunteer with Do Care (Wesley Mission) looking after isolated elderly people.

### **Ms Rebecca Burdon**

Appointed: 20/06/2018

Rebecca is the Managing Director of the Energy Transition Hub at the University of Melbourne. She has a background in economics. She has worked in New Zealand, Australia, and the United Kingdom, and led projects in other countries including Zimbabwe, Ghana, Cape Verde, Trinidad and Tobago, and Iran. She has held senior management and board-level roles for government, regulatory, commercial and not-for-profit entities. Rebecca was the Treasurer of The Social Studio – a social enterprise that provides education and work experience to young people from refugee and migrant backgrounds. She is a graduate of the Australian Institute of Company Directors.

### **Mr Surma Hiremath**

Appointed: 01/04/2017

Surma has extensive experience in managing corporate and operational services in both the commercial and not for profit sectors, and has worked across three continents and has key interests in the areas of housing/homelessness, domestic violence and the settlement of new migrants. Surma's strengths include strategy, corporate governance, risk and compliance, and operations. Surma's academic qualifications include an Executive Master of Business Administration, a Post Graduate Diploma of Applied Corporate Governance and a Bachelor's Degree in Alternative Medicine.

Currently Surma is the Risk Manager at Victoria Legal Aid and is an Associate Member of the Governance Institute of Australia (AGIA) and Institute of Chartered Secretaries and Administrators (ICSA).

### **Mr Kai Leung, Deputy Chairperson**

Appointed: 01/04/2014, reappointed 01/04/2017

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, reappointed 01/04/2017

Mark is the Principal of Blackburn English Language School which has 3 campuses one in Blackburn, a second in Croydon North and a third in Wodonga. Mark has over 25 years' experience in teaching with a focus on teaching English as a another language.



### Mr Peter McPhee, Chairperson

Appointed: 01/04/2005 and reappointed 01/04/2008, 01/04/2011, 01/04/2014 and 01/04/2017

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

### Mr Tony Robinson, Secretary

Appointed: 01/04/2016, reappointed 01/04/2017

Prior to Chairing the AusNet Customer Forum, Tony spent over 5 years at the Brotherhood of St Laurence. Before that he had a 20 year career in politics. Starting as an electorate officer, he served as private secretary to the then opposition leader John Brumby before entering the Victorian Parliament as the member for Mitcham in 1997. Over 13 years he served as Parliamentary Secretary, Parliamentary Committee Chair, Cabinet Secretary and between 2007 and 2010 Minister for Consumer Affairs, Gaming and Assisting with Veterans. As a Minister Tony was involved in major reforms to the state's liquor and gaming industries as well as assisting with the establishment of the new Australian Consumer Law and the transfer of credit responsibility to the Commonwealth.

### Ms Claire Smith

Appointed: 20/06/2018

Claire is a lawyer specialising in anti-discrimination, human rights and government law. Claire has 10 years experience in government as a legal adviser, litigation specialist and policy adviser. Claire has expertise in corporate governance, public sector oversight and integrity reform. Claire is currently leading integrity reform projects and integrity policy development in the Victorian government.

## COMPANY SECRETARY

Mr Tony Robinson was appointed Company Secretary on 18th April 2018.

## MEETINGS OF DIRECTORS

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

	Number of Eligible to Attend	Number Attended
Mr Akbar Akbarzadeh	11	7
Ms Rebecca Burdon	11	8
Mr Surma Hiremath	11	9
Mr Kai Leung	11	10
Mr Mark Melican	11	8
Mr Peter McPhee	11	11
Mr Tony Robinson	11	9
Ms Claire Smith	11	8





## MEMBER'S 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 outstanding obligations of the company. At 30th June 2019 the number of members was 13. The total members' guarantee amounted to \$130 (2018: \$310).

## AUDITOR'S INDEPENDENCE DECLARATION

The lead auditor's independence declaration for the year 30th June 2019 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.



**Mr Peter McPhee, Chairperson**

Dated this 17th day of October 2019





# ABOUT US

## OUR PURPOSE

The Migrant Information Centre (Eastern Melbourne) (MIC) supports culturally and linguistically diverse people and their families, older people, people with disabilities and their carers, community groups and service providers in the Eastern Region of Melbourne to enhance their settlement and access to services and strengthen their participation within the community.

## 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 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 REGION

The 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 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;
- Recurring or new trends identified through the provision of service; 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 Migrant Information Centre (Eastern Melbourne) (MIC) has four customer groups:

- Newly arrived migrants and refugees, culturally and linguistically diverse (CALD) communities and others who identify as diverse and who seek access to aged care or disability services, residing in the Eastern Region of Melbourne
- Local Agencies
- Local Communities
- Local Businesses

The MIC assists each group to obtain information about each other. Although the four groups have distinct service requirements, there is also a common theme - they are seeking information and advice about each other. It is the responsibility of the MIC to identify and put in place mechanisms that strengthen linkages between the four groups that enable them to more effectively resource each other







# OUR STAFF



**Jessica Bishop - Manager (CEO)**



**Judy McDougall – Senior Project Officer**



**Rebecca Dunsdon – Intake Coordinator  
Acting Manager from May 2019**

**Jacquie Arulanandam**

Settlement Worker/Intake Coordinator from May 2019/Project Worker

**San San Aye**

Bilingual Playgroup Worker

**Tara Barmby**

Settlement Worker/Youth Worker

**Wesley Bawia**

Settlement Worker/Strategic Partnerships Program Worker

**Sally Brooks**

Strategic Engagement Coordinator

**Lorraine Busuttil**

Homework Support Program Worker

**Pui Yee Chan**

Finance Officer

**Zhaohua Chang**

Bilingual Playgroup Worker

**Virginie Charoux Mindiel**

Administrative Officer

**Mervat Dahdoule**

Volunteer Coordinator/Community Visitors Scheme (CVS) Coordinator

**Tial Hnem**

Settlement Worker/Project Worker

**Amber Huang**

Settlement Worker/Project Worker

**Geraldine Jeremiah**

Access and Support Worker

**Iva Jurkovic**

Family Violence Counsellor





**Deedar Khudaidad**

Access and Support Worker

**Barbara Laug**

Family Violence Counsellor from May 2019

**Daniel Lian**

Settlement Worker/Housing Worker

**Safieh Loulagar**

Migration Agent

**Esera Maung**

Settlement Worker

**Sophie McKenzie**

Settlement Worker/Project Worker

**Khuang Mang**

Strategic Partnerships Program Worker

**Linda Tan**

Access and Support Worker

**Steve Mung Munsuang**

Settlement Worker/Strategic Partnerships  
Program Worker/Project Worker

**Juliet Noonan**

Settlement Worker/Project Worker

**Saturnino Onyala**

Settlement Worker

**Nancy Par**

Bilingual Project Worker

**Mehul Patel**

Settlement Worker Driving Program  
Coordinator

**Sawm Suante**

Settlement Worker/Employment Program  
Coordinator

**Robyn Tan**

Homework Support Program Worker/  
Settlement Worker

**Jessica Thompson**

Youth Worker

**Randika Wijekoon**

Youth Worker/Settlement Worker/  
Data Management Coordinator/Project Worker

**Elisa Yeung**

Settlement Worker/Project Worker

**Houra Zare Lavassani**

Settlement Worker/ Strategic Partnerships  
Program Worker/Project Worker

**Wanling Zhang**

Access and Support Worker/Migration Agent

VÄLKOMMEN FÁILTE VÍTEJTE  
 Laipni lūdzam كَب ال هُأ W  
 BEM VINDA Cap  
**WELCOME** Ü  
 BIENVENUE HOŞGELDİNİZ D  
 BENVENUTO VELKO  
**LANGUAGES  
 SPOKEN BY  
 MIC STAFF** SALUTATIO  
 BINE ATI VE

Acholi

Arabic

Bahasa  
(Indonesian)

Bahasa  
(Malaysian)

Burmese

Bosnian

Cantonese

Croatian

Dari

Falam Chin

Farsi

French

German

Gujarati



E HERZLICH  
 ILLKOMMEN  
 одэчна запрашаем  
 DVÖZÖLJÜK  
 आपले स्वागत आहे  
 OBRODOŠLI  
 FÀILTE  
 Tuhinga o mua  
 OMINN  
 வரவரேற்பா  
 NIT ಸವಗತ  
 स्वागत छ  
 KALΩΣ ΗΡΘΑΤΕ  
 환영  
 歡迎  
 ようこそ  
 स्वागत हे  
 SELAMAT DATANG  
 wilujeung sumping  
 BI XÊR HATÎ

Hakha Chin

Hazaragi

Hindi

Karen

Mandarin

Mizo

Pashto

Serbian

Singhalese

Spanish

Sudanese  
(Arabic)

Urdu

Zomi  
(Tedim Chin)







# FUNDING SOURCES



\*\*\* Note: Programs in this report are tagged with the following tags to indicate the relevant funding body. Some abbreviations are created for this purpose and not used formally by these organisations.

**DSS**

Australian Department of Social Services

**ADH**

Australian Department of Health

**TA**

Tennis Australia

**VRDS**

VicRoads

**CN**

City of Knox

**CMN**

City of Manningham

**CMR**

City of Maroondah

**DHHS**

Victorian Department of Health and Human Services

**CMO**

City of Monash

**SYR**

Shire of Yarra Ranges

**TV**

Tennis Victoria

**SP**

Surrey Park Swim School

**LSV**

Lifesaving Victoria LSV

**MASC**

Victorian Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Division

**LDAT**

Alcohol and Drug Foundation – Local Drug Action Team

**VMIAC**

Tandem and Victorian Mental Illness Awareness Council

**BV**

Badminton Victoria







# CASEWORK

## SETTLEMENT | **DSS**

In the year ending June 2019, staff provided one-on-one settlement assistance, funded through the Australian Department of Social Services to 1840 individuals from refugee backgrounds and people who migrated on family stream visas with low English language proficiency living in the Eastern Metropolitan Region of Melbourne (EMR). Services were provided through 5128 client contacts.

In addition to providing settlement services from the MIC's office in Box Hill, services were provided five days per week at the MIC office in Croydon and at the MIC office in Ringwood, and one day per week at Swinburne TAFE Croydon Campus. The MIC youth settlement workers provided outreach services at Melba College, Ringwood Secondary College, Yarra Hills Secondary College, Mooroolbark Secondary College and Blackburn English Language School (Maroondah Campus).

## MIGRATION | **DSS**

MIC provided migration advice and assistance to 207 clients who arrived in Australia under the Humanitarian Program or as family stream migrants with low English language proficiency who had arrived in Australia in the last five years. The services included one-off migration advice, assisting clients to complete forms to propose family members to come to Australia and/or providing full assistance which included preparing applications and liaising with Australian Government departmental staff. 59 full immigration applications were lodged and 44 visa applications were granted.



## HOUSING SERVICES | DSS

A total of 78 clients were assisted with housing related issues over more than 450 sessions. During this time MIC housing services were able to secure private rental for 51 families. The MIC assists individuals and families to find private rental housing by identifying their preferred location, housing size and how much they can pay, sourcing housing on the Internet, making applications and writing reference letters to real estate agents outlining their circumstances and offering to support them throughout their tenancy.

## EMPLOYMENT CASEWORK SERVICES | DSS

A total of 94 clients accessed employment casework support – 47 were adults and 47 were young people. Employment casework includes assessing a client's needs and employment goals and providing advice on education and employment options. Where appropriate employment caseworkers assisted clients to write resumes, search for work, develop interview skills and/or prepare job applications. Clients identified goals such as upskilling, gaining employment and gaining recognition for overseas employment. From the clients surveyed, 65% indicated achieving their goal while a further 25% indicated additional outcomes, aside from their original goal, being achieved such as gaining employment and volunteer opportunities and upskilling by enrolling into further education.







# EQUIP & EMPOWER



## INFORMATION SESSIONS

### Settlement Services | **DSS**

A total of 93 information sessions were delivered on a range of topics with 1763 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo and Arabic communities. Sessions were completed in partnership with various agencies including Victoria Police, Berry Street, Women's Health East, Maroondah Chinese Senior Association, Box Hill TAFE, Victorian Fishery Authority, Australian Tax Office, Department of Human Services and Maroondah Council.

### Strategic Partnerships Program | **MASC**

A total of 14 Information sessions were delivered with 175 participants from Mizo, Falam Chin, Hakha Chin, Karen, Burmese, Afghan, asylum seeker, Temporary Protection Visa (TPV) holders, Safe Haven Enterprise Visa (SHEV) holders and other mixed communities. Sessions focused on topics including information about service providers, fishing rules, comparing energy plans, the legal system, Employment rights, education and employment pathways and the SaverPlus program.



## EMPLOYMENT PROGRAM

### Adult | **DSS** **MASC**

8 people from refugee and migrant backgrounds completed a Certificate III in Aged Care training program in partnership with North Ringwood Neighbourhood House. In June 2019, 83% who completed the program gained employment.

In partnership with East @ Work, 4 sessions were provided to 22 participants from mixed community backgrounds on Resume writing and job search skills. Participants benefited from receiving information about their education and employment options according to their visa status as well as information about employee rights and responsibilities.

7 students from the Karen community completed an Arts and Enterprise Skills Training program at the Yurrunga Community House.

### Youth | **DSS**

Two Youth Job Readiness Programs were held: one with 9 participants from mixed backgrounds and one with 15 participants from Swinburne TAFE (Croydon Campus). Both programs included sessions on job search, communication, writing resume and cover letters, goal setting, time and task management, and interview skills. 100% of the participants stated they increased their knowledge about effective job searching methods, their confidence and they learnt new skills.

“

WHAT DID YOU THINK ABOUT THIS PROGRAM?

*“The program is very effective and clear, and I am so grateful for it as it has allowed me to understand the importance of having confidence in the process of searching for any future career/success.”*

Youth Employment Program Participant





## ROAD SAFETY

### Adult - Driver education | **DSS** **VRDS**

The Driver Education Program is an effective way of teaching newly arrived refugees and migrants about road safety in Victoria. It assists participants to obtain their drivers licence which is instrumental in their settlement providing transportation for going to school, employment, medical appointments and shopping, etc.



A total of 20 driver education sessions were delivered to the Hakha Chin, Zomi, Falam Chin and Karen communities with an average of 25 participants attending each session. The program included 5 education sessions on understanding road safety, getting around safely, road rules and enforcement and the dangers of drink and drug driving in Victoria. Each participant received 10 subsidised driving lessons with a registered driving instructor. Some participants also received on-road driving practice with a MIC volunteer driving mentor in the MIC's car. The program received positive feedback with 100% of participants indicating the information they learnt strengthened their understanding of how to pass their driving test and would help them to drive safely on the road.

### Youth – Driver Education | **DSS**

An average of 11 participants attended 4 sessions of driver education under the Changing Gears program. The program used an interactive classroom-based model for teaching the Victorian road rules, responsibilities, and road safety and driver behaviour as outlined in the "Road to Solo Driving" Handbook. Young people were linked to local L2P programs for support with driving lessons after passing their learner permit test. Participants from Hakha Chin, Persian, Tedim Chin, Karen, Falam Chin, Tibetan and Hindi communities participated in the program. The program received positive feedback with 91% of participants indicating they were happy/satisfied with the program. One comment from the participant survey said: "Please continue the excellent work. You have no idea how helpful it is for people like us. So grateful "





### Bike Education | DSS VRDS

MIC held a three day bike education program for children to increase their riding skills, learn road rules and practice driving on a public cycling path. Seven children attended the three day Bike Education program during the school holidays which was held at METEC Driver Training Centre. All children that attended the program gained an understanding of the road rules and how to ride their bikes more safely especially the use of hand signalling which is important when riding on the road. Children participated in a short ride along public bike paths and immediately demonstrated an increased confidence when riding safely in public spaces.

### Pedestrian Safety for Newly Arrived Parents of Preschool Aged Children | DSS VRDS

Four Pedestrian Safety sessions were held which aimed to increase parents awareness of keeping their children safe when walking in public spaces. Topics covered included how to walk safely with young children at crossings, bus stops and railways stations, how to keep children safe when getting in and out of car parks and walking safely across driveways. Presentations were held at MIC playgroups for Chinese grandparent's playgroups and newly arrived refugee families - 43 Chinese grandparents and 13 refugee parents attended. The sessions received positive feedback with 100% of participants rating their satisfaction as excellent, very good or good. All participants indicated the program had influenced their decisions when walking with their children/grandchildren to ensure their safety.



WHAT PARTS OF THE PROGRAM WERE MOST USEFUL?

*"It is very important to educate children about road safety"*

*Pedestrian Safety Program Participant*

## PARENTING PROGRAMS

### Info sessions | DSS

A total of 11 parenting programs were delivered to Hakha Chin, Iranian, Chinese, Karen, Zomi and 4 mixed cultural communities with 142 participants attending. Sessions included information about Cyber Safety, parenting and discipline in Australia, helping your children at home/school and child development. The program received positive feedback with 89% indicating the sessions addressed questions they had about parenting

## PLAYGROUPS

MIC playgroups have been developed to be interactive and fun for parents and children including singing, stories, craft and dancing. In addition, various service providers facilitated information sessions for parents to build their knowledge and understanding of services and resources and how they can access them.

### Multicultural playgroups | DSS

A total of 3 playgroups for SETS eligible clients were delivered consisting of 109 sessions, with an average weekly attendance of 86 participants. The playgroups took place in Croydon, Ringwood and Yarra Ranges.

### Chinese playgroup | DSS CN CMO

A total of 4 Chinese Grandparents playgroups were delivered in Knox, Monash, Whitehorse and Ringwood areas. There was a total of 124 sessions, with an average weekly attendance of 108 participants.



## Multicultural playgroup for families who migrated to Australia more than 5 years ago | MASC

In January 2019 a new playgroup funded by the Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Division, Strategic Partnerships Program, was established at Central Ringwood Community Centre for families who have been in Australia longer than 5 years. This playgroup had a capacity building component in addition to general support for childhood development and settlement. A parent committee met twice each term to plan speakers and activities. The parent committee was rostered on each week to help with the delivery of the playgroup assisting with group time reading and singing, snack preparation and maintaining attendance records. A total of 19 playgroup sessions were held with an average of 17 people attending each week and 4 parent committee meetings. There were 2 end of term break up events held at Bayswater Park and Monkey Mania Play Centre.



## Pre-school Children's Music Playgroup | DSS

A Pre-School Children's Music Program ran over 15 sessions with an average of 13 participants attending each week throughout 2018. The program included playgroup activities in addition to a structured singing and learning component facilitated by an EACH Pre-School Music Therapist. Participant's feedback indicated that families felt safe and welcomed, families felt better prepared for the transition into kindergarten or school, increased knowledge of English and more. Comments: "this music group is a very good group to join for my kids and myself. We enjoyed the activities we did in this group so much."



# HEALTHY LIFESTYLES PROGRAM

## Info sessions | DSS

A total of 11 healthy lifestyle sessions were delivered with 162 people participating from different communities including Hakha Chin, Zomi, Iranian and 8 mixed community groups. Some of the sessions were run in partnership with EACH.



## Healthy lunch boxes | DSS

A total of 3 healthy lunch box sessions were delivered with 33 people participating from Karen and 2 mixed community groups.



## Sporting activities | MASC

An average of 12 people from the Hakha Chin community attended 10 badminton sessions; 15 to 20 women from Hakha Chin, Falam Chin and Karen backgrounds attended 10 sessions of a Zumba program; and 15 to 20 women from Hakha Chin, Falam Chin, Karen and Iranian backgrounds attended 9 health and fitness sessions.

A volleyball tournament was held to promote healthy lifestyles and social cohesion amongst communities from refugee backgrounds from Burma and reduce isolation. The one-day tournament included men's and women's volleyball competitions with teams from the Mizo, Hakha Chin, Falam Chin, Tedim Chin/Zomi/Zo and Karen communities. An average of 110 people participated in the event at the Croydon Indoor Sports Centre, which also introduced the community to a local sport facility.

Participant's feedback indicated that they are very satisfied with the event and learnt more about the local sport facility where they felt comfortable to go by themselves in future. Through participating in the event, participants became more motivated to engage in physical activity and make new friends.



## EDUCATION SYSTEM

### Info sessions | DSS

A total of 5 education system sessions were delivered to the Iranian, Hakha Chin and 3 mixed community groups with 60 people participating.

### Primary Homework Support Program | DSS MASC

There were 3 primary school homework support programs delivered at Croydon Primary School, Great Ryrie Primary School and Manchester Primary School. The programs offer students assistance with their homework through MIC volunteer tutors. Overall, 108 sessions were completed with an average of 15 students attending these programs on a weekly basis. The programs offered students assistance with their homework and included 34 MIC volunteer tutors.

### Secondary Homework Support Program | DSS

There were 3 secondary school homework support programs delivered at Croydon, Mooroolbark and REALM Libraries. Overall, 107 sessions were completed with an average of 9 students attending each program on a weekly basis. The programs assisted young people to do their homework, improve their written English, reading and comprehension skills, develop study skills and routines and provided opportunities for students to make new friends and build social skills.

## SWIMMING PROGRAM

### Iranian Community | DSS SP

Two 8-week swimming programs were conducted with the Iranian community with an average of 12 people attending weekly. The aim of the programs was to provide education on being safe and confident in the water and learn basic swimming skills.

### Asylum seeker, TPV and SHEV Holders | MASC SP

MIC facilitated swimming programs for asylum seekers, TPV and SHEV holders with Surrey Park Swim School who fully subsidized the programs at Aqualink Box Hill. 3 programs were held - a 5 week program for 13 people including seven adults, two 8 to 12 year old children and four 3 to 5 year old children; and two 8 week programs with a total of ten adults, two 10 to 12 year old children and six 4 to 6 year old children.

### Hakha Chin community | MASC LSV

MIC facilitated a swimming program for the Hakha Chin community. An average of 24 people attended 8 swimming lessons.

### Zomi/Tedim Chin community | MASC LSV

MIC facilitated a swimming program for the Zomi/Tedim Chin community. An average of 24 people attended 10 swimming lessons.

### Youth DSS & LSV | DSS LSV

Two swimming programs totalling 16 sessions were delivered in partnership with Life Saving Victoria and Aquahub Croydon, with a total attendance of 48 young people from refugee backgrounds. The objectives of the program was to educate young people on being safe and confident in the water and to encourage them to become familiar with a local swimming pool, navigating public transport independently and building friendships. Feedback included, "thank you very much, now I know how to swim" and "the teachers were very good and kind, they taught us a really good and enjoyable program. I would love to come back." Feedback indicated that 89% of participants were more confident in the swimming pool and 100% were satisfied with the overall program.







# SOCIAL PARTICIPATION

## EXCURSIONS & HOLIDAY PROGRAMS

Adult | **DSS** **MASC** **TA** **TV** **LSV**

A total of 15 excursions were delivered with 207 participants attending. Excursions were conducted to the Australian Open tennis in collaboration with Tennis Australia and Croydon Tennis Club, Beach Safety in collaboration with Life Saving Victoria, excursions around Melbourne city, MFB family day in collaboration with Melbourne Fire Brigade Nunawading, various local playgrounds and Storytime in collaboration with REALM Library. Evaluations were conducted for 5 excursions, however, anecdotal feedback was overwhelmingly positive.

Asylum seeker, TPV & SHEV Holders | **MASC**

3 Social events were held including 1 dinner and games night with 14 people attending, an excursion to Melbourne Museum with 18 people attending and an MFB Family Day, in partnership with SETS. Of the 41 people that attended the MFB family day, 14 were asylum seekers.

Youth | **DSS** **LSV**

A total of 3 youth holiday programs were delivered with a total of 87 young people participating. These included: a beach safety excursion with 28 young people from Arabic, Falam Chin, Mizo, Hakha Chin, Tedim Chin/Zo/Zomi and Persian backgrounds; a youth BBQ picnic and adventure day to the Kokoda Track 1,000 steps with 42 young people; and a picnic in the city with 17 young people.

“

WHAT DID YOU THINK ABOUT THIS PROGRAM?

*“I like going here because it is about making new friends and testing how far we can go. I learnt about perseverance”*

*Holiday Program Participant*



The Youth Public Transport Marathon had 18 young people participate and was conducted in partnership with Eastern Community Legal Centre (ECLC), Eastern Access Community Health (EACH), Youth Substance Abuse Service (YSAS), Foundation House, Maroondah Youth Services and Victoria Police. The program was planned and run by MIC Youth Commissioners who participated in the Refugee Leadership Program. The activity is designed to increase participant's knowledge of the public transport system and local services. In addition to this, it offers participants the opportunity to build confidence in making new friendships and strengthening existing friendships

## Children | DSS LSV

MIC delivered a total of 6 School Holiday Programs for children. These programs included three excursions to the movies and park (13 participants on average), one excursion to the Victorian Skating Centre (12 participants), one Circus Workshop ran in partnership with Maroondah City Council (13 participants) and one excursion to Bon Beach, ran in partnership with Life Saving Victoria (22 participants). The school holiday programs aim to provide a safe space for children to interact, meet new friends and engage in new activities in Australia. Many children experienced seeing a movie at the cinemas or swimming at the beach for the first time.

## Playgroup Excursion | DSS

Two circus workshop programs for children were completed with participants from mixed communities in Ringwood and Croydon. A total of 18 sessions were attended by an average of 7 children per session. Circus workshops encouraged children to be active and helped to develop hand eye coordination and fine motor skills. While initially children lacked confidence and were hesitant to get involved, by the end of the program, facilitators noticed many children's confidence significantly grew and they interacted more with each other. Parents who participated in the program stated they learnt new tricks, which was important to them as it was physically beneficial.

## CRAFT PROGRAMS | MASC

4 weekly sewing programs were held for women from Zomi, Hakha Chin, Falam and Karen backgrounds. The Zomi group had 10 participants in the program and 5 women on a waiting list to join the group, the Hakha Chin group had 13 participants with an average of 10 women attending the program weekly, 13 women attended from the Falam Chin community and sewing classes for Karen women commenced in October 2018 at Croydon Hills Baptist Church and 10 women attended weekly.

Feedback indicated that 100% of participants gained sewing skills for making their own clothes and attending the program reduced their social isolation. The group leaders from the Zomi and Falam Chin communities have increased their planning skills and confidence in running the programs and as a result, the need for assistance from the project worker has reduced.

## SENIORS PROGRAMS | MASC

Two seniors programs were held – one for the Falam Chin community who met quarterly throughout the year and the other for the Hakha Chin community who met on a monthly basis. Activities for the Hakha Chin elderly group included visiting the Puffing Billy, a tour of the City of Melbourne to learn how to access public transport by themselves and attending Croydon Aqua Hub to use the warm water facilities. Activities for the Falam Chin senior's group included one session of Tai Chi and a visit to the National Rhododendron Garden in Olinda for an early Christmas picnic celebration - 23 elderly people attended the celebration.

## YOUTH: COME & TRY SPORTS | DSS

A series of 'Come and Try' sports programs were offered to give young people the opportunity to try out new sports that they may not have played before. Objectives of these programs included:

- Foster positive social interaction, providing a space for youth to make new friends and strengthen existing friendships
- Increase physical activity
- Teach new skills in sports
- Build confidence and self-esteem
- Provide a fun and friendly competition through sport



6 badminton sessions and 6 indoor volleyball sessions were attended by an average of 8 participants and 14 participants each week respectively. In addition, 8 soccer sessions were extremely popular and were attended by an average of 34 participants each week. A pilot of two soccer clinic sessions were held for young women to encourage them to play the game.

### Badminton Program | DSS BV

This program was designed with the objective to build a closer partnership with Mooroolbark College given the growing number of refugee and family stream migrant youth enrolling at the school. Youth were given the opportunity to build skills in badminton through the provision of a coach through Badminton Victoria, while also connecting them with youth of similar backgrounds and age. Up to 12 participants joined the program over the 6 weeks. Participants came from Hakha Chin and Falam Chin backgrounds.

### Young Women's Indoor Volleyball Program | DSS

MIC conducted an indoor volleyball program for young women from refugee/family stream backgrounds from Tedim Chin/Zomi/Zo, Hakha Chin, Mizo, Falam Chin, Matu and Hindi backgrounds. Feedback indicated that all participants were satisfied with the program and that they would like to join a volleyball program again, but only 29% indicated that they knew how to do this outside of MIC. 88% indicated that they learnt new skills and 71% indicated that the program encouraged them to be more physically active.

### Indoor Soccer Competition | DSS LDAT

MIC utilised soccer to connect disengaged young men to support services. The program provided an opportunity for MIC youth workers to engage with participants and build rapport in a casual and non-threatening environment. Many young people who attended the program regularly were disengaged from school and/or employment. These young people do not usually access services in an office-environment or other traditional service settings. However, they were able to talk to youth workers in the sports setting. The program received positive feedback with 100% of participants indicating they were satisfied with the program and 92% indicated the program encouraged them to be more physically active.

Comments included: "I think everything you guys have done is really good and I am happy with it."

"I had so much fun in this program, I hope you guys do it again next year."

### Cyber Safety Program | DSS

In January 2019, MIC Youth Team HELD a 4 day camp at Philip Island. The camp included six workshops on a range of cyber safety topics, including exploring use of technology, gaming, respect online, security and safety among other topics. 25 newly arrived youth from Arabic, Hakha Chin, Tedim Chin, Falam Chin, Mizo Chin, Karen, Hindi and Tibetan backgrounds participated in the camp.

100% of participants stated they had learnt something new about Cyber Safety while on camp. Many indicated a shift in how they look at and engage with cyberspace, social media and gaming. One theme across participants was their reflection to change the use of their time to involve less technology and focus more on relationships and meaningful activities.

Comments of messages that participants will take away from camp include:

- Don't waste time and money on nothing.
- How to create strong password.
- Do not share or put our profile, photo and location. Make our own password stronger and do not put our name. Also spend time with family.

84% indicated that they know where to go for support if they have any problems with Cyber Safety in the future. 72% participants stated they will change the way they use social media.

“

WHAT DID YOU THINK ABOUT THIS PROGRAM?

*"I understand how bad cyberbullying is and how to get out from cyberbullying. To careful on posting something on social media"*

*Cyber Safety Program Participant*





## Young Women's Soccer Clinic | **DSS**

MIC piloted two soccer clinics for young women, at the same time as the annual Young Men's Indoor Soccer Competition at Ringwood Action Indoor Sports Centre. The program was presented as a 'Come & Try' soccer, providing an opportunity for young women to gain skills and learn game rules from a local coach from Maroondah United Football Club. There was strong interest expressed from the 18 young women who participated in the clinics to join local clubs and be supported in the process.



## Realm Hangout | **DSS**

Towards the end of 2017 it was identified that a group of young men from refugee backgrounds were gathering in and around Realm during the day and not attending school. In order to connect with this disengaged group, the Realm Hangout Program was developed - an MIC youth worker attended one afternoon per week to provide support and help them to reengage in employment, education or training. Two 8-week programs were conducted in 2018 and different local youth services attended every week to provide information about their services. The program had an average of 9 participants weekly and at the end of the second program, 5 disengaged young people connected to employment and 2 were reconnected to education.

## Cool Kids & Rainbows Program | **DSS**

The Cool Kids & Rainbows Program was attended by an average of 6 primary-school aged children per week and ran for a total of 8 weeks. The Cool Kids and Rainbows Program is a therapeutic program for primary-school aged children of refugee background aged between 9 and 12 years. It is jointly run by the MIC and Foundation House. Through discussion, play, art and craft, games and activities the program explores emotions, feelings, coping strategies and skills to support the settlement process. The outcome of the program was increased social skills, confidence and awareness of wellbeing supports in Australia. The intimate group size allowed for coordinators to deliver more targeted support and identify the need for referrals for one-on-one counselling to Foundation House at the conclusion of the program.

## 'Friends in the Kitchen' - Young Women's Program | **DSS**

The Friends in the Kitchen Program targeted newly arrived refugee women aged between 12 to 16 years. The program was a peer support group that utilised conversation and skills around food as a way to explore identity, purpose and belonging, and culture. The program encouraged participants to reflect on stereotypical gender roles and encouraged conversation. The program ran for 8-weeks and on average supported 8 young women each week.





# FAMILY VIOLENCE & GENDER EQUITY

## PREVENTING FAMILY VIOLENCE | MASC

MIC received funding from Victorian Multicultural Affairs and Social Cohesion Division (MASC) under the Capacity Building and Participation Program (CBP) Medium Grants, to conduct a two-year family violence prevention project with CALD communities in the Eastern Metropolitan Region. MIC consulted with Hakha Chin, Zomi and Falam Chin community members and leaders to identify underlying issues that can create tension in domestic settings and what can be done to address them. Information gathered from the consultations indicated that parenting was identified as one of the most challenging endeavours in Australia which can also contribute to family violence. Additionally, gender inequality and lack of understanding on Australian family law was also identified.

85% of the participants



Expressed interest in learning conflict resolution and understand how to be effective as a family in Australia.

90% of the participants



Expressed interest in learning more about Family Law in Australia

90% of the participants



Expressed interest in learning modern parenting strategies to prevent family conflict and breakdown

## FAMILY VIOLENCE COUNSELLING AND WOMEN'S GROUP PROGRAMS | DHHS

The MIC received funding from the Department of Health and Human Services Specialist Family Violence Services to provide counselling and group programs for women from culturally and linguistically diverse (CALD) backgrounds who are at risk of experiencing, have experienced or are experiencing family violence. In 2018/2019, 20 women received counselling and two 8 week programs were held – one for Arabic speaking women with an average of five women attending and a second group with Zomi women with an average of six women attending each session.





# CRITICAL SUPPORT FOR ASYLUM SEEKERS

## ASYLUM SEEKER INFORMATION AND ADVICE | **MASC**

As of June 2019 MIC has engaged with 115 people who are asylum seekers, TPV or SHEV holders living in the EMR. MIC supports these individuals to navigate Australian systems, providing information and advice about local services providers, access to health care, service eligibility, local English classes, employment options and other queries as they arise.

## EMERGENCY RELIEF SUPPORT | **MASC**

MIC provided a total of \$22,572 to 57 families as one off support in the form of food vouchers, Myki passes or assistance to pay basic living expenses. This included families from Iran, Lebanon, Pakistan, Sri Lanka, Afghanistan, Cambodia, Somalia, India, Nigeria and China.







# VOLUNTEERS & STUDENTS

## VOLUNTEERS | DSS

The MIC coordinated 86 volunteers to support clients through helping them to access local recreational programs and services, attending medical and other appointments, assisting with public transport orientation, driving mentoring programs, one-to-one tutoring of primary/secondary school aged students, and a wide range of MIC group focused activities such as primary and secondary school Homework Support Programs, playgroups, holiday programs, swimming programs, children's programs, sporting events, group information sessions, and administrative tasks. Two volunteer training sessions were delivered to better equip MIC volunteers to perform their volunteering roles. The MIC's annual Volunteer Social Event was held at Ringwood Lake Park bringing together volunteers, clients and staff in a celebration acknowledging their invaluable support.

## STUDENTS

25 students completed their placements as part of their TAFE, University or Secondary School program. The MIC greatly appreciates their work and acknowledges that without their contribution the breadth of our programs and services would not have been possible.





## COMMUNITY VISITORS SCHEME DEPARTMENT OF HEALTH | ADH

Funded by the Commonwealth Department of Health, the MIC's Community Visitors Scheme (CVS) program addresses needs of Culturally and Linguistically Diverse (CALD) Home Care Package recipients still living in their own homes, as well as CALD residents living in Australian Government subsidised aged care facilities who are experiencing, or at risk of experiencing social isolation or loneliness. Through the CVS, culturally and linguistically appropriate volunteers are matched with residents, providing companionship and friendship through regular on-going visits.

In 2018/19, 43 Home Care Package recipients, and 24 residents in Australian Government subsidised aged care homes received MIC community volunteer visits under the CVS program. The MIC currently has 86 volunteers comprising 32 languages including Arabic, Bosnian, Burmese, Cantonese, Croatian, Dari, Farsi, French, German, Greek, Hakha Chin, Hindi, Hokkien, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Malay, Mandarin, Mizo, Nuer, Serbian, Shanghainese, Singhalese, Spanish, Tagalog, Tamil, Urdu, Vietnamese, and Zomi.

**R**aymond Murray, an MIC volunteer for the past 4 years, was awarded the Caroline Chisholm Award which recognises the outstanding volunteer work individuals are committed to within the seat of Chisholm. Mr Murray has worked extensively across many programs at the MIC and it was a great pleasure to see his generous work acknowledged and celebrated as Foreign Minister Julie Bishop MP and Julia Banks MP presented him with his award.





# STRENGTHENING PARTNERSHIPS

## ASSISTANCE TO AGENCIES – TRAINING/WORKSHOPS

DSS

ADH

DHHS

In 2018/2019, MIC staff delivered 15 workshops to local agencies to promote the service needs of recently arrived client groups and to discuss best practice service delivery for this demographic. Over 420 staff from local services attended the workshops.

Assistance was also provided to support services 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.

MIC distributes a bi-monthly newsletter titled **“Eastern Multicultural News”** to over 380 email addresses. The newsletter provides information on upcoming MIC programs in addition to new initiatives for CALD communities.

## STRATEGIC ENGAGEMENT COORDINATOR – OVERVIEW

MASC

The Strategic Engagement Coordinator (SEC) aims to strengthen community engagement, social inclusion, economic participation and settlement outcomes for people from refugee, migrant and/or asylum seeker backgrounds living in the Eastern Metropolitan Region (EMR) of Melbourne. The SEC role involves developing appropriate responses to redress emerging needs and challenges through creating partnerships, new initiatives and collaborations.

In 2018/2019 the work of the SEC included:

- Maintaining relationships with stakeholders across the region
- Facilitating the commencement of 6 funded projects including; establishing a new playgroup for people who have been in Australia longer than 5 years; transitioning the Manchester Homework Support Program from SGP to Strategic Partnerships Program delivery; resource development for leaders from the Hakha Chin community to support family relationships and a feasibility study for the development of a

Social Enterprise to support the employment of community members from Burma within the agricultural sector in the Yarra Valley.

- Strengthening internal and external supports for asylum seekers, TPV or SHEV holders living in the EMR. This included training and workshops for external service providers, managing processes for the distribution of critical support funds and planning and delivering group information and social sessions.
- Participating in over 20 network meetings, workshops, community consultations and events as a representative of MIC. Networks included the Knox Multicultural Advisory Committee (KMAC), Monash Multicultural Advisory Committee (MMAC), Migrant Settlement Committee, Network of Asylum Seeker Agencies Victoria (NASAVIC), Monash Multicultural Settlement Services Network and Refugee Health Network.
- Working with settlement workers to establish the Eastern CALD English, Education and Employment Network (ECEEEN) that seeks to enhance access to English, education and employment for people from CALD backgrounds - 5 bi monthly meetings were held.

## 'LIVING IN TWO WORLDS' - YOUTH FORUM FOR SERVICE PROVIDERS | **DSS**

The "Living In Two Worlds" Forum explored the challenges of settlement for refugee youth and innovative services and programs that support disengaged youth and prevent family violence. It was held at Box Hill Town Hall on Tuesday 27th November 2018 with 50 participants from across the sector in attendance. MIC received overwhelming positive feedback from its first Refugee Youth Settlement Forum - 68% respondents to a feedback survey evaluated the forum as "Excellent", 28% reported "Very Good" and 3% indicated "Good". Some comments included:

"All sections complemented each other. Data set scene around disengagement, young people sharing their personal stories"

All the topics covered by speakers were well articulated and I learnt something new in each of them"

"Great presentation to inform and start conversation on issues affecting refugee youth"

"The presentation was very well presented, with many statistics as evidence. All presentations were delivered in simple language and made very easy to understand" "Thank you very much for organizing this day. Very informative and educating."

"Thanks for this wonderful forum, it was able to open up so many doors that I had closed in my mind."

## WORKING WITH ASYLUM SEEKERS AND REFUGEES – FORUM FOR SERVICE PROVIDERS | **MASC**

In August 2018, MIC held a forum for service providers in partnership with Foundation House and EACH Refugee Health Clinic. The forum went for 3 hours and was attended by 80 participants from over 25 different services. The forum covered the following topics: Asylum seeker and refugee visa's and legal processes, journeys and challenges experienced by people from asylum seeker and refugee backgrounds, demographics of new arrivals in the EMR and service eligibility and availability in the EMR.







# CAPACITY BUILDING

## COMMUNITY CAPACITY BUILDING PROGRAMS | DSS MASC

MIC provided capacity building support to local groups and associations as required on a needs basis. Support was provided on 34 occasions and included consultation and planning with the Arabic speaking community, the establishment of an Arabic Language school, assisting Maroondah Chinese Senior Citizen's Friendship Association with Chinese New Year celebrations, an elderly consultation, VMC festival and events grant applications, annual report, venue arrangements and public liability insurance, Festival and Events grant application assistance for Zomi Youth Association to submit VMC and assistance with venue arrangements for Eid celebrations and obtaining public liability insurance for the United Pashtun Association.

## COMMUNITY LEADERS NETWORK MEETING | DSS MASC

4 Community Leaders Network meetings were held with leaders from Hakha Chin, Zomi, Karen, Falam Chin, Mizo and Zo Associations.

### Leadership Training Sessions

One leadership training session was held with the Karen community leaders with 20 participants attending.

### First Aid Training

Community leaders were supported to complete basic First Aid Training so they can provide first aid at community run event. 8 people from Falam Chin, Karen and Zomi communities attended.

## MIC YOUTH LEADERSHIP COMMISSION (MYLC) | DSS

This program recognises the resilience and capacity of some refugee and family stream migrant youth to be trained as peer role models to help other newly arrived refugee youth. In 2018-2019, eleven new members were



recruited, increasing the total number of commissioners up to 25. The newly joined commissioners went through a leadership training program, building on their personal development and leadership capacity.

## THE RIPPLE EFFECT PROJECT | DSS CMR

The Ripple Effect project was funded by the Maroondah City Council and conducted by MIC youth commissioners. The project aimed to produce translated educational material covering essential settlement information for newly arrived young people from refugee backgrounds in the EMR. The materials included a booklet and a set of animated videos, covering five topics. The launching of the material took place in May 2019 at Blackburn English Language School (BELS) where youth commissioners handed the booklets to newly arrived youth and conducted a presentation. The program received great feedback:

"This program exceeded my expectations!" ~ Alexandra Perry (Assistant Principal – BELS)

"This project has been very successful, the resources look professional and have obviously been well researched regarding the topics etc. that were covered." ~ Penny Moore (Community Development Officer - Maroondah City Council)

"I love the videos. I learnt a lot!" ~ A young person

## IMPROVING MENTAL HEALTH IN REFUGEE COMMUNITIES

**VMAC**

The project responded to the need for refugee communities living in the eastern region to respond to mental health problems within their own communities. With support from mental health practitioners from NEAMI, the MIC developed and delivered resources and training to Pastors/community leaders from the Zomi/Hakha Chin communities to increase their understanding of mental health, mental illness symptoms and how to access appropriate services. Culturally and linguistically appropriate resources and training programs were developed and delivered by mental health workers from NEAMI and with support from MIC bilingual project workers. Consultations were held with the participants to ensure a culturally appropriate training program was developed. A total of 27 pastors and leaders attended the training and consultations throughout 2018 and an external project evaluation was conducted by VMAC at the end of 2018.

## 'BLIB BLIB BLOP BLOP. IN THIS BOAT TOGETHER' – YOUTH BOOK LAUNCH | DSS CMR



MIC celebrated the publication of its first book 'Blib Blib Blop Blop: In this boat together' – A collection of seven fictional stories written by young women from refugee backgrounds. The book is the final product of 7 young women's hard work throughout the MIC Young Women's Creative Writing program held in the beginning of 2018. MIC congratulates each of the young writers who grew in confidence through the creative writing program and harnessed the powerful skills of storytelling. This program was not possible without MIC's partners through Creative Write-It who helped facilitate the program and support the process of editing and publishing, and Maroondah City Council for the use of their space at Realm.





# ELDERLY & DISABLED

## ACCESS AND SUPPORT | **ADH** **DHHS**

In 2018/19 the Migrant Information Centre (MIC) received funding from the Victorian Government under the Home and Community Care Program for Younger People (HACC PYP) and the Commonwealth Government under the Commonwealth Home Support Program (CHSP) to deliver the Access & Support (A&S) Program.

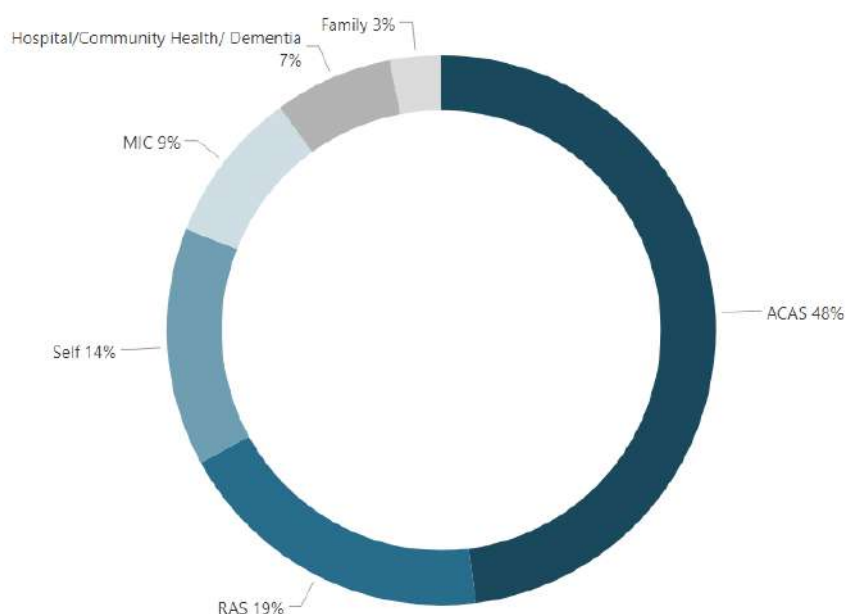
The A&S Program provides short term, individual support for people who need help to access services so they can stay living at home. A&S works with older people, younger people with disabilities and their carers who have difficulties accessing HACC PYP, CHSP and other services due to their diverse needs. Diverse needs relate to language, culture, religious background, dementia, financial disadvantage, LGBTIQ, homeless or at risk of homelessness, Veterans, care leavers and parents separated from children by forced adoption or removal. The MIC's A&S program is one of approximately 50 similar programs in Victoria and one of the 7 in the Eastern Metropolitan Region (EMR).

### Direct Client Services

#### CHSP Referrals and Services

In 2018/19, 268 clients were assisted under CHSP. 118 new referrals were received - 17 (14%) were self-referrals through promotion of the program to groups and assertive outreach, 4 (3%) from family members and relatives, 11 (9%) internal MIC referral, 22 (19%) from the Council's Regional Assessment Services (RAS), 56 (48%) Aged Care Assessment Services (ACAS), and the remaining 8 (7%) from the hospitals and other health & community services

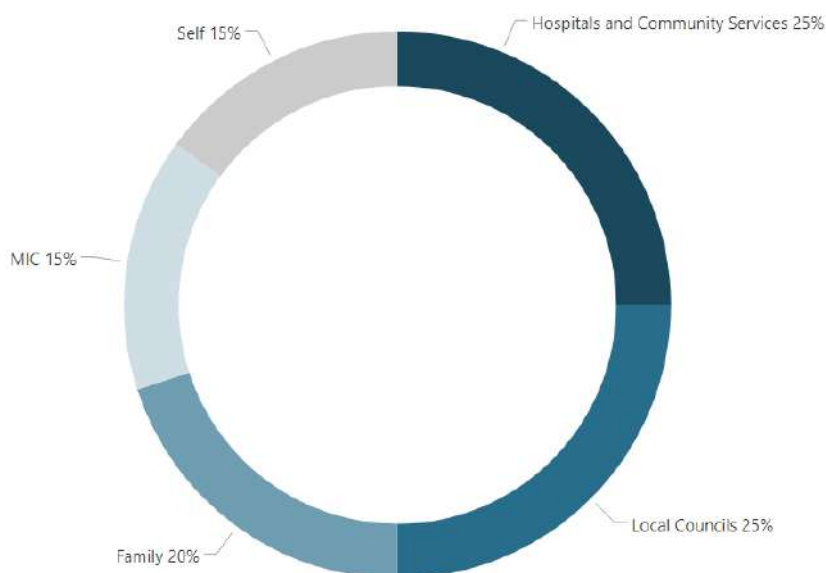




### HACC-PYP Referral Sources

In 2018/19, 55 clients (35 from the previous year) were assisted under HACC PYP program.

20 new referrals were received under HACC PYP program. 3 (15%) of new referrals were made by clients themselves, 4 (20%) of new referrals were made by client's family members, 3 (15%) were referred by MIC's settlement/migration programs, 5 (25%) were received from the Local Council's Maternal Health and Children services, and the remaining 5 (25%) of new referrals were made by the hospitals and other community services.



### Outgoing Referrals and Services Accessed by Clients

A total of 303 referrals were made to external services for clients under both CHSP and HACC PYP programs. These included but are not limited to My Aged Care (MAC) for registration and assessment, Community Home Support Services for services such as domestic assistance, social support, transport, Allied health services, Centrelink, National Disability Insurance Scheme (NDIS) and other disability support services, disability parking permits, Continence Aids Payment Scheme and Housing support services.





## Achievements of A&S Program in 2018/2019

A total of 284 services were accessed through the help of MIC's Access & Support Program in 2018/19. These included but are not limited to CHSP services, NDIS planning and implementation, carer support, Centrelink payments, mental health services, home care packages.

### Non Direct Client Work - Promotion

In 2018/19, the A&S Program continued to be promoted to both community members and service providers in the EMR. Promotional activities undertaken included formal and informal presentations about My Aged Care, CHSP, HACC PYP and A&S to seniors groups, participation at Expos, and outreach to older people and people with disabilities at community events.

### Non Direct Client Work -Secondary Consultations and Working With the Services System

The A&S Program spent 421 hours assisting other service providers through providing information and advice about working with a particular community group or individual to deliver best practice to better meet the needs of people with diverse needs.

Information and secondary consultations were provided to Community Health Services, Aged Care Assessment Services, Regional Assessment Services, Councils, Home Care Package providers, CHSP service providers, disability support services, carer support services, public and community housing support services, Neighbourhood houses, hospital social workers, aged care homes, NDIS providers, and mental health services such as Partners in Recovery.



WHAT DO YOU THINK  
ABOUT OUR SERVICE?

*"I am satisfied with your  
current service. I did not  
know where to start, you  
helped me a lot. I wish  
you can contact me on a  
monthly basis to check if I  
am okay."*

CHSP Client





# FUNDRAISING & DONATION

## SETTLEMENT SUPPORT FUND

The Settlement Support Fund provides direct assistance to refugees in the Region and in particular recently arrived refugee families. Support from the fund helps individuals and families in the form of food vouchers and assistance to meet unexpected costs.

### Constance on the Edge Movie Screening

MIC held a screening of Constance on the Edge as a fundraiser for Harmony Day in March 2019. The event was held at Karralyka Centre in Ringwood and included a raffle. The event was sponsored by Yarra Valley Water and Maroondah Council who assisted with venue and other expenses. The event was attended by 50 people and made a profit of \$2124. Funds raised provided emergency support for 21 families/individuals.

### Bunnings Sausage Sizzle

MIC conducted two sausage sizzle fundraising events at Bunnings raising \$850 towards the settlement support fund which provided emergency support for 22 families/individuals.

## HANNAH KINROSS FUND – SPORTS SPONSORSHIP

The Hannah Kinross Fund, commemorates MIC staff member, Hannah Kinross, who worked tirelessly to promote healthy lifestyles particularly for youth and children. Hannah Kinross tragically passed away in 2009 but MIC established a fund to carry on her work and assist young refugees to play sport and join other healthy clubs such as dance clubs. In 2018/2019 the fund supported 14 young people to participate in a variety of organised sports including karate, soccer, netball, tennis, basketball and AFL.



# FINANCIAL REPORTS



## Statement of Comprehensive Income for the Year Ended 30 June 2019

	2019 \$	2018 \$
<b>REVENUE FROM ORDINARY ACTIVITIES</b>		
Department of Social Services	1,701,513	1,622,853
DIBP - IAAAS	968	15,070
DHHS	394,453	396,385
City of Knox	8,840	-
City of Monash	9,553	2,314
City of Whitehorse	-	646
City of Manningham	4,075	6,824
Maroondah City Council	5,000	7,500
VMC - OMAC	406,816	292,395
Settlement Support Fund	6,133	5,922
Vic Roads	35,188	18,124
Yarra Ranges Council	13,361	3,296
Interest	11,151	7,652
Other income	107,495	77,218
<b>TOTAL REVENUE</b>	<b>2,704,546</b>	<b>2,456,199</b>





**Statement of Comprehensive Income  
for the Year Ended 30 June 2019**

<b>EXPENSES</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Employee Benefits Expenses</b>		
Professional Development	6,784	8,319
Recruitment Staff	-	870
Superannuation	181,285	169,173
Wages & Salaries	1,779,067	1,678,989
Holiday Pay	151,991	135,518
Work Cover	24,703	24,507
Long Service Leave	63,905	14,049
<b>Total Employee Benefits Expenses</b>	<b>2,207,735</b>	<b>2,031,424</b>
<b>Depreciation Expenses</b>	<b>13,589</b>	<b>13,297</b>
<b>Other Expenses from Ordinary Activities</b>		
Audit	4,338	11,400
Board Expenses	1,206	1,256
Bank Charges	775	745
Computer System (excl capital expenses)	9,768	8,711
Dues & Subscriptions	2,389	2,291
Office Equipment	12,976	7,624
Insurances	6,951	5,917
Motor Vehicle Expenses	24,430	21,758
Photocopier	4,821	3,914
Postage	1,889	2,388
Rent & Utilities – Office	67,810	66,849
Stationery	13,726	16,510
Telephone	20,130	22,143
Service Delivery - Interpreting & Translating	45,165	14,541
Service Delivery - Meeting Expenses	428	20,416
Service Delivery - Direct Client Support	24,398	4,615
Service Delivery - Printing	4,374	3,170
Service Delivery - Volunteer Expenses	2,175	4,416
Venue Hire	25,835	19,173
Facilitators/Speakers Payment	12,450	45,633
Catering/Refreshments	26,995	24,733
Transport Subsidies/Expenses	2,790	2,721
Other Expenses	96,569	48,349
<b>Total Other Expenses</b>	<b>412,389</b>	<b>359,273</b>
<b>TOTAL EXPENSES</b>	<b>2,633,712</b>	<b>2,403,994</b>
<b>Current Year Surplus</b>	<b>70,834</b>	<b>52,205</b>
Other Comprehensive Income	0	0
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>70,834</b>	<b>52,205</b>

The accompanying notes form part of these financial statements.



**Statement of Financial Position  
for the Year Ended 30 June 2019**

<b>ASSETS</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Current Assets</b>		
<b>Cash On Hand</b>		
Cheque Account NAB 56-094-8094	668,580	1,199,048
Settlement Support Fund 6511	7,730	6,732
Business Maximiser Acc 4893	758,830	15,933
Petty Cash	45	718
<b>Total Cash on Hand</b>	<b>1,435,185</b>	<b>1,222,431</b>
Other Assets	19,520	-
Receivables	6,416	4,308
<b>Investments</b>		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 13-613-4593	200,000	200,000
Term Deposit NAB 82-632-8838	20,000	20,000
<b>Total Investments</b>	<b>320,000</b>	<b>320,000</b>
<b>Total Current Assets</b>	<b>1,781,121</b>	<b>1,546,739</b>
<b>Fixed Assets</b>		
Computer Equipment		
Computer Equipment at Cost	62,142	62,142
Less Accumulated Depreciation	(62,142)	(62,142)
<b>Total Computer Equipment</b>	<b>-</b>	<b>-</b>
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(20,512)	(19,647)
<b>Total Furniture and Fixtures</b>	<b>3,747</b>	<b>4,612</b>
Fax & Photocopier Equipment		
Fax/Photocopier Equipment at Cost	9,000	9,000
Less Accumulated Depreciation	(6,750)	(4,500)
<b>Total Fax &amp; Photocopier</b>	<b>2,250</b>	<b>4,500</b>
Motor Vehicle		
Motor Vehicle at Cost	62,788	62,788
Less Accumulated Depreciation	(36,346)	(25,872)
<b>Total Motor Vehicle</b>	<b>26,442</b>	<b>36,916</b>
<b>Total Fixed Assets</b>	<b>32,439</b>	<b>46,028</b>
<b>TOTAL ASSETS</b>	<b>1,813,560</b>	<b>1,592,767</b>



**Statement of Financial Position  
for the Year Ended 30 June 2019**

<b>LIABILITIES</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Current Liabilities</b>		
Trade Creditors	16,379	45,821
Grants in Advance	768,744	592,212
FBT Salary Sacrifice	2,474	2,348
GST Liabilities	18,000	80,428
Payment in arrears	911	-
Holiday Pay Accrual	120,385	91,546
Superannuation	50,347	49,473
Long Service Leave	353,688	326,885
PAYG Withholding	19,746	22,098
Provision – Auditor	5,000	6,700
Provision – Recruitment	1,586	1,586
<b>Total Current Liabilities</b>	<b>1,357,260</b>	<b>1,219,097</b>
<b>Non-Current Liabilities</b>		
Long Service Leave	43,177	31,381
<b>Total Non-Current Liabilities</b>	<b>43,177</b>	<b>31,381</b>
<b>TOTAL LIABILITIES</b>	<b>1,400,437</b>	<b>1,250,478</b>
<b>NET ASSETS</b>	<b>413,123</b>	<b>342,289</b>
<b>EQUITY</b>		
Retained Earnings	342,289	290,084
Current Year Surplus/Deficit	70,834	52,205
<b>TOTAL EQUITY</b>	<b>413,123</b>	<b>342,289</b>

The accompanying notes form part of these financial statements.





**Statement of Changes in Equity  
for the Year Ended 30 June 2019**

	\$ Retained Earnings	\$ Total
Balance 1 July 2017	290,084	290,084
Surplus for the year	52,205	52,205
<b>Balance 30 June 2018</b>	<b>342,289</b>	<b>342,289</b>
Balance 1 July 2018	342,289	342,289
Surplus for the year	70,834	70,834
<b>Balance 30 June 2019</b>	<b>413,123</b>	<b>413,123</b>

The accompanying notes form part of these financial statements.



**Statement of Cash flow  
for the Year Ended 30 June 2019**

	Note	2019 \$	2018 \$
<b>Cash Flow from Operating Activities</b>			
Receipts from Government Grants		2,583,792	2,333,465
Miscellaneous Income		107,495	120,591
Interest Received		11,151	7,652
Payments to Suppliers and Employees		(2,666,216)	(2,191,832)
<b>Net cash (used in)/generated from operating activities</b>	<b>5</b>	<b>212,754</b>	<b>269,876</b>
<b>Cash Flows from Investing Activities</b>			
Purchases of Property, Plant & Equipment		-	(7,000)
<b>Net cash used in investing activities</b>		<b>-</b>	<b>(7,000)</b>
<b>Net increase / (decrease) in cash held</b>		<b>212,754</b>	<b>262,876</b>
Cash at beginning of period		1,222,431	959,555
<b>Cash at end of Financial Year</b>		<b>1,435,185</b>	<b>1,222,431</b>

The accompanying notes form part of these financial statements.



## Notes to the Financial Statements for the year ended 30 June 2019

### General information

The financial statements cover Migrant Information Centre (Eastern Melbourne) Limited as an individual entity. The financial statements are presented in Australian dollars, which is Migrant Information Centre (Eastern Melbourne) Limited's functional and presentation currency.

Migrant Information Centre (Eastern Melbourne) Limited 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 11 November 2019. The directors have the power to amend and reissue the financial statements.

### 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.

#### 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 Migrant Information Centre (Eastern Melbourne) Limited. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Migrant Information Centre (Eastern Melbourne) Limited.

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 2.

**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.

At financial year end, all grant receipts unspent are recognised as grants in advance.

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.

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:

<b>Class of Fixed Asset</b>	<b>Depreciation Rate</b>
Computer	20 - 50%
Furniture & Fixtures	10 - 50%
Office Equipment	10 - 50%
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 net basis.

**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.





## Note 2. 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.

### *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 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: Remuneration of Auditors

During the financial year the following fees were paid or payable for services provided by rdl.accountants, the auditors of the company:

	2019	2018
	\$	\$
Audit of the financial statements	4,938	4,700
	<u>4,938</u>	<u>4,700</u>



**Reconciliation of cash flows from operations with operating surplus:**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Operating Surplus	70,834	52,205
Non-cash flows in operating surplus:		
– Depreciation	13,589	13,297
– Increase/(Decrease) in Auditor Provision	(1,700)	6,700
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	(2,108)	5,509
– Decrease/(Increase) in Other Assets	(19,520)	-
– Increase /(Decrease) in Trade Creditors	(30,757)	(21,463)
– Increase/(Decrease) in Grants in Advance	176,532	109,647
– Increase/(Decrease) in Payroll Liabilities	68,312	25,604
– Increase/(Decrease) in GST	(62,428)	78,377
– <b>Cash flows (used in)/provided by operating activities</b>	<b>212,754</b>	<b>269,876</b>

**Note 6: Entity Details**

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



## Director's Declaration

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 1 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 Migrant Information Centre (Eastern Melbourne) Limited;
- 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 1 to the financial statements, the Australian Charities and Not-for-profits Commission Regulations 2013 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 2019 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 Peter McPhee  
Chairperson



Mr Tony Robinson  
Secretary

Dated: 11th of November 2019







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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019 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.

Matthew Hung, CA  
rdl.accountants

17 October 2019  
Blackburn, Victoria

60-64 Railway Road, Blackburn 3130  
PO Box 189, Blackburn 3130  
t: (03) 9878 1477 f: (03) 9894 1798  
contact@rdlaccountants.com.au  
rdlaccountants.com.au

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Liability limited by a scheme approved under Professional Standards Legislation





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

### Report on the Financial Report

#### *Opinion*

We have audited the accompanying financial report, being a special purpose financial report, of Migrant Information Centre (Eastern Melbourne) Limited (the company), which comprises the statement of financial position as at 30 June 2019, 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.

In our opinion the financial report of Migrant Information Centre (Eastern 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 2019 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 for Opinion*

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the ethical requirements of the *Australian and Not-for-profits Commission Act 2012* and the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian and Not-for-profits Commission Act 2012*, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

#### *Emphasis of Matter - Basis of Accounting*

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. Our opinion is not modified in respect of this matter.

#### *Responsibilities of Directors for the Financial Report*

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the accounting policies described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian and Not-for-profits Commission Act 2012* and is 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.

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In preparing the financial report, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

*Auditor's Responsibility for the Audit of the Financial Report*

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



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12 November 2019  
Blackburn, Victoria









