



MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)

ANNUAL REPORT 2019-2020



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Migrant Information Centre (Eastern Melbourne)

Annual Report 2019-2020

November 2020

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CHAIRPERSON'S REPORT

In presenting a report on the activities of the Migrant Information Centre (Eastern Melbourne) (MIC) for the year ended 30 June 2020 it is impossible to not recognise the profound impact of the COVID-19 pandemic. In the two decades that the MIC has been in operation there has never been a year as disruptive as what we have experienced, nor a coming year that will be as challenging.

As the incoming Chair I want to first and foremost acknowledge the magnificent work of the MIC team led by Jessica Bishop who with little time prepared a highly efficient transition from an office-based environment to a remote working environment. Because Jess and her team of dedicated workers have managed this unprecedented challenge the MIC has been able to continue delivering vital services to our many clients. My thanks also to the wonderful band of volunteers that year in and year out supports the work of the MIC in the community.

Our work through 2019/20 includes:

- 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 for adults and young people and women's therapeutic support 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 disabilities to access appropriate services and facilitating group programs.
- Connecting older people who are socially isolated at home or in residential aged care facilities with volunteer visitors.
- A program to enhance social connections between people from refugee backgrounds and those from non-refugee backgrounds across a range of community settings
- Providing training workshops and forums for external agencies in the EMR.

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 2019/2020, the fund assisted twenty-one young people in total, 12 to join local sports clubs to enhance their settlement through providing an opportunity for them to participate in social and recreational

activities with other young people in their local area. A further 9 young people were provided sports equipment, such as soccer balls, volleyballs and badminton equipment to help keep them healthy and active during the COVID-19 lockdown. Many of the young people who were provided with support had no access to sports equipment without the support of the MIC.

Thirty-four individuals and families were assisted through the MIC's Settlement Support Fund - money raised through fundraising activities and provided to people from newly arrived refugee and migrant backgrounds who were experiencing financial hardship and crisis.

In a difficult year, the continued support of the Commonwealth and Victorian governments has been critical. The board recognises the financial pressure that governments are under and thanks both governments for their continued support.

Early this year our long serving director and chair Peter McPhee retired. We are enormously grateful to Peter for his tireless efforts since the organisation's early years and the new board worked hard to ensure the organisation continues its important role. Also retiring as a director after almost a decade of service was Akbar Akbarzadeh who was a constant source of sound advice and insight to the boards he served on. Claire Smith also stepped down after a short term on the board and I am grateful for her contribution. Johnathon Mitchell and Lisa Dean have joined the board this year and are already making enthusiastic contributions.

In the year ahead the organisation will face new challenges including a much hoped for resumption of normal office working. We cannot yet predict when this will occur but the commitment of our staff will ensure this happens as soon as it is permitted.



Tony Robinson

Chairperson

November 2020

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 Metropolitan Region of Melbourne to enhance their settlement and access to services and strengthen their participation within the community.

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 Vision

The MIC will take a lead role in the coordination of current, relevant information and the provision of services that will strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations of the Eastern Metropolitan Region of Melbourne.

Our Values

MIC operates with:

- Honesty and integrity
- Respect for the individual and the community
- Equality and fairness
- Commitment to the communities in which we serve
- Professionalism
- Probity

Our Objectives

The objectives of the MIC are to:

- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness;
- Deliver post-arrival services relevant to new migrants and refugees in the Eastern Metropolitan Region of Melbourne (the region) to ensure effective local settlement and orientation;
- Enhance direct provision of settlement services to migrants in the region;
- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies;
- Enhance existing links with and between a range of service providing agencies in the region;
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls;
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;
- Investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- Carry on any other activity, which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

Our Service Model

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

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

- Consultations with migrant communities across the region;
- 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

In 2019/2020 MIC employed 36 staff. Between them they speak 29 languages. The role of each staff member is detailed below.

Jessica Bishop – Manager (CEO)

Rebecca Dunsdon – Acting Manager (May 2019-April 2020)/Settlement Worker

Jacque Arulanandam – Settlement Worker/Intake Coordinator from May 2019

San San Aye – Playgroup Facilitator

Tara Barmby – Settlement Worker/Youth Settlement Worker

Wesley Bawia – Settlement Worker/Strategic Partnerships Program Worker

Sally Brooks – Strategic Engagement Coordinator

Lorraine Busuttil – Homework Support Program Facilitator

Pui Yee (Winyion) Chan - Finance Officer

Zhaohua Chang – Playgroup Facilitator

Virginie Charoux Mindiel – Administration 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 Program Worker

Iva Jurkovic – Family Violence Counsellor

Deedar Khudaidad – Access and Support Program Worker

Barbara Laug – Family Violence Counsellor from May 2019 to February 2020



Daniel Lian – Settlement Worker/Housing Worker
Safieh Loulagar – Settlement Worker/Migration Agent
Esera Maung – Settlement Worker
Judy McDougall – Senior Project Officer
Sophie McKenzie – Settlement Worker/Project Worker
Khuang Mang – Strategic Partnerships Program Worker
Steve Mung Munsuang – Settlement Worker/Strategic Partnerships Program Worker (resigned Dec 2019)
Juliet Noonan – Settlement Worker/Project Worker
Saturnino Onyala – Settlement Worker
Nancy Par – Project Worker
Mehul Patel – Settlement Worker/Driving Program Coordinator
Sawm Suante – Settlement Worker
Linda Tan – Access and Support Program Worker
Robyn Tan – Homework Support Program Facilitator/Settlement Worker
Jessica Thompson – Youth Settlement Worker (resigned June 2020)
Randika Wijekoon – Youth Settlement Worker/Settlement Worker/Project Worker
Elisa Yeung – Settlement Worker
Houra Zare Lavassani – Settlement Worker/Strategic Partnerships Program Worker
Wanling Zhang – Access and Support Program Worker/Migration Agent

Our Volunteers

In 2019/20, the MIC coordinated 81 volunteers to support MIC clients across a range of activities. This included supporting people from newly arrived refugee and migrant backgrounds to navigate public transport and attend medical or other essential appointments, access local recreational programs and services, providing driving mentoring programs, one-to-one tutoring of primary/secondary school aged students, supporting MIC to deliver material aid and administration support in the office. Volunteers also assisted with 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, excursions and group information sessions.

Two training programs were delivered to better equip MIC volunteers to perform their volunteering roles. The training focussed on building cultural competency working with children. 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. During the COVID-19 pandemic, scope and delivery method of MIC volunteering roles have temporarily transitioned from on-site face-to-face volunteering to virtual platform

volunteering. MIC acknowledges the huge role volunteers play in assisting us to deliver our programs and services and extends our thanks to each individual volunteer for their time and their work.

Student Placements

In 2019/2020 MIC supported 22 students to undertake a work placement with MIC. Students were studying a range of courses including Bachelor of Community Services, Diploma of Community Services, Advanced Diploma of Community Sector Management, Diploma of Youth Work, Year 10 work experience.

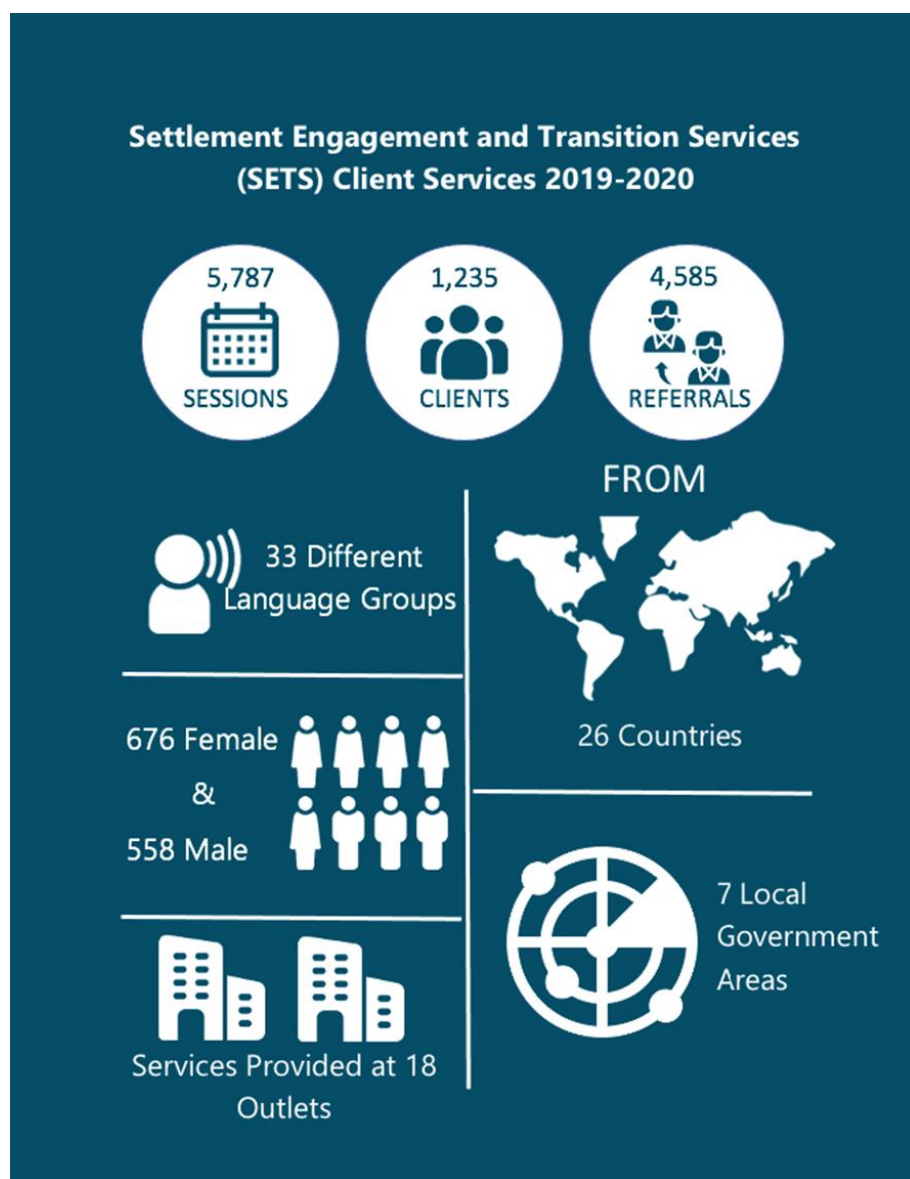
Due to COVID-19, MIC did not take any new students after March 2020.

SUPPORT FOR NEW ARRIVALS

Settlement Engagement and Transition Service (SETS)

The Settlement Engagement and Transition Service (SETS) provides support to individuals and families from refugee backgrounds and holders of family stream migrant visas for the first five years of their settlement in Australia.

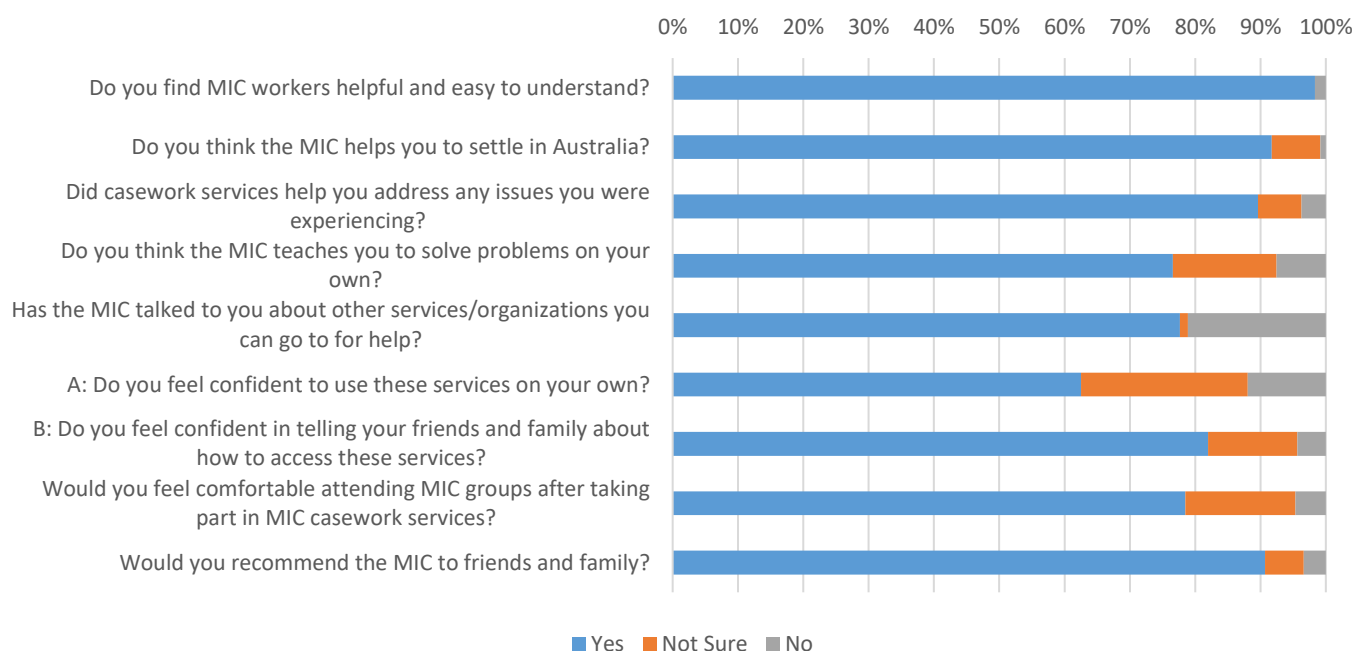
We work with individuals and groups from migrant and refugee backgrounds to identify their needs, and providing information on the range of options available to them. We support our clients to access services and resources that meet their needs and build new skills to navigate the new Australian cultural and social environment. The program includes a youth service to work with young people aged 12 to 25 years, recognising their settlement needs and experiences are different to the needs of their parents and families.



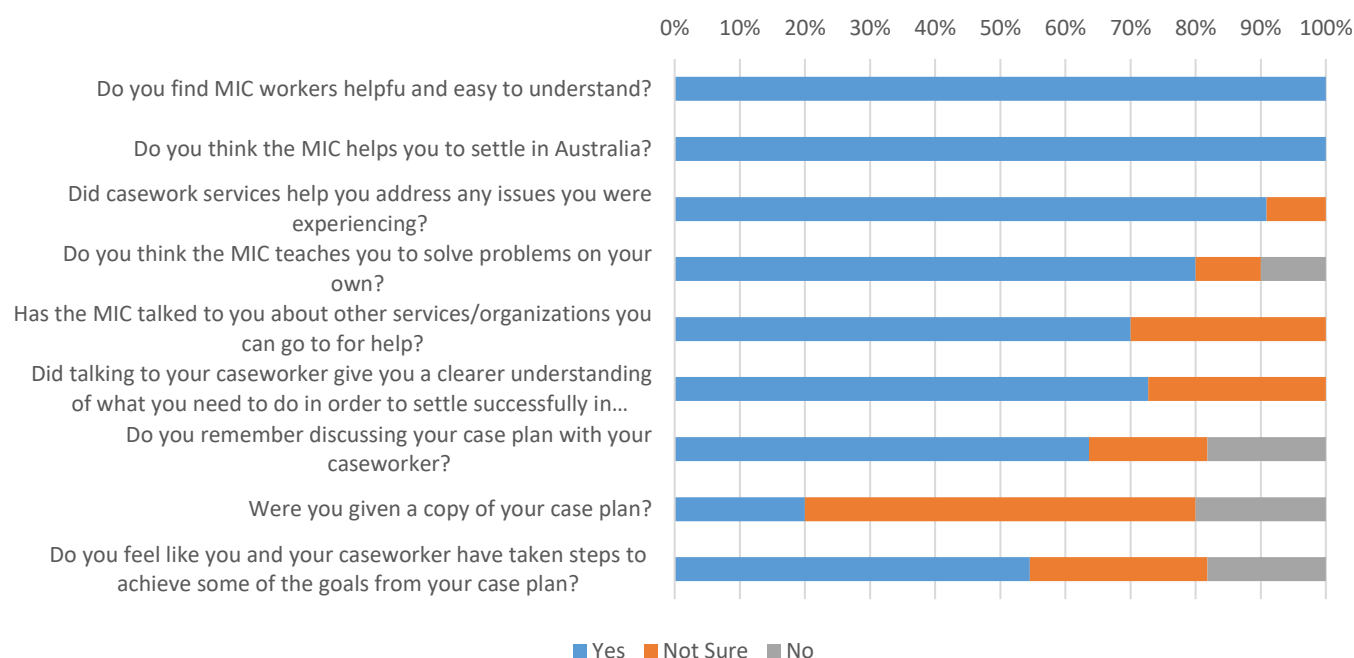
Casework & Referrals

A total of 1,235 clients received SETS casework; 1,178 were assessed as requiring low intensity support and 57 requiring medium intensity support. A total of 4,585 referrals were made; 3,672 external and 913 internal referrals with 5,787 casework sessions conducted during this period. The most common reason for seeking assistance was understanding and engaging in service systems in Australia (for example liaising with a utility company, seeking information on the Australian Taxation System, support to contact a government department, etc.), housing support, material assistance, youth support, education/training support and finding employment.

Low Intensity Casework

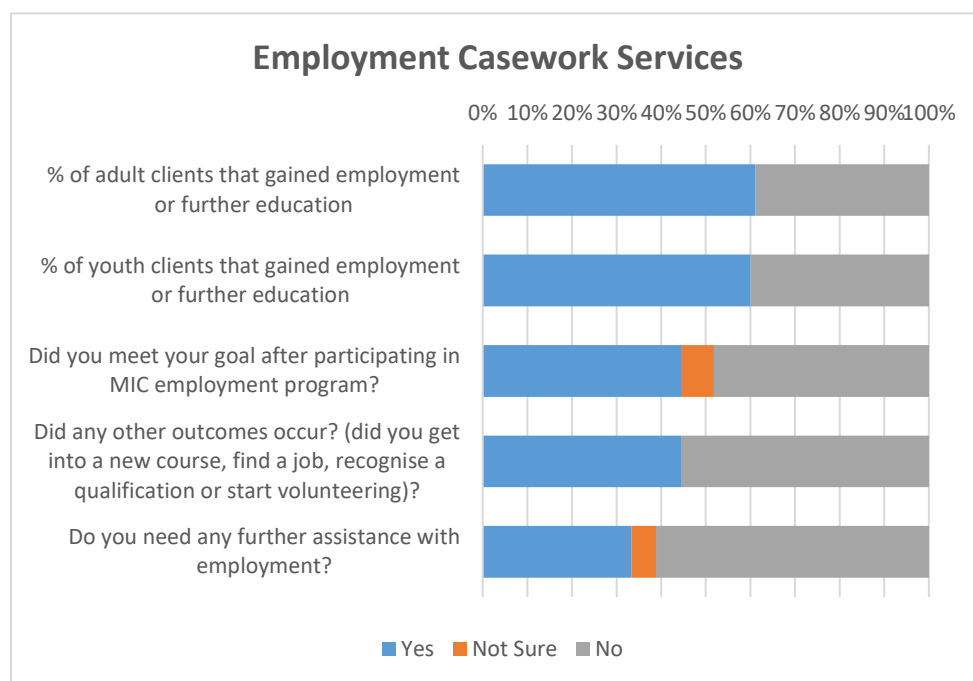


Medium Intensity Casework



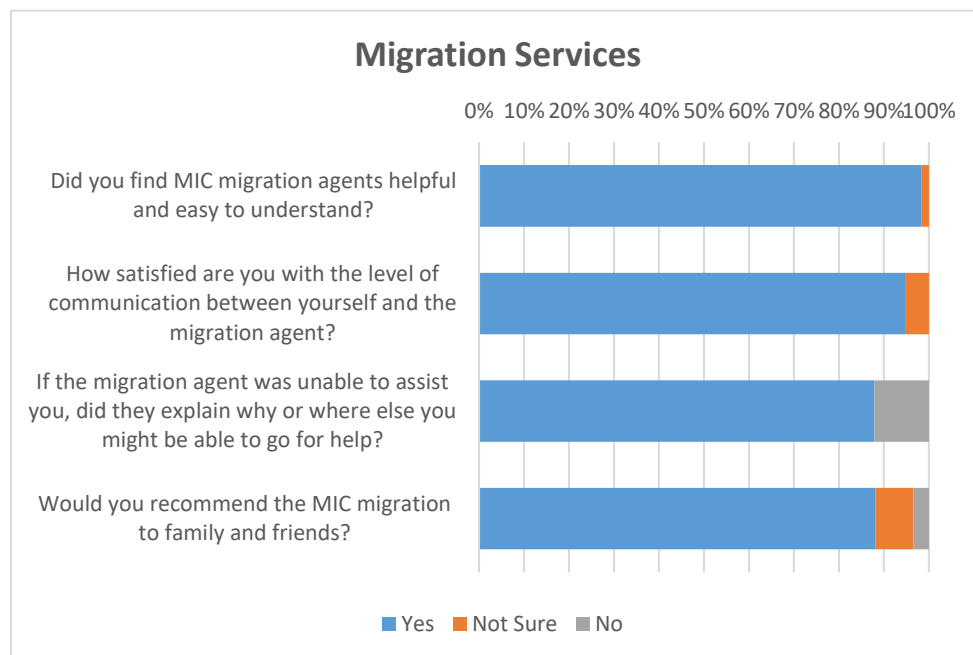
A total of 61 clients accessed employment casework support – 27 were adults and 34 were young people under 25 years. Clients identified upskilling, gaining employment, and gaining recognition for overseas employment/qualifications as goals they were wanting to achieve. Employment casework includes assessing a client's needs and employment goals and providing advice on education and employment options, as well as making referrals to mainstream employment programs and services. Where appropriate

employment caseworkers assisted clients to write resumes, search for work, develop interview skills and/or prepare job applications.



Migration Services

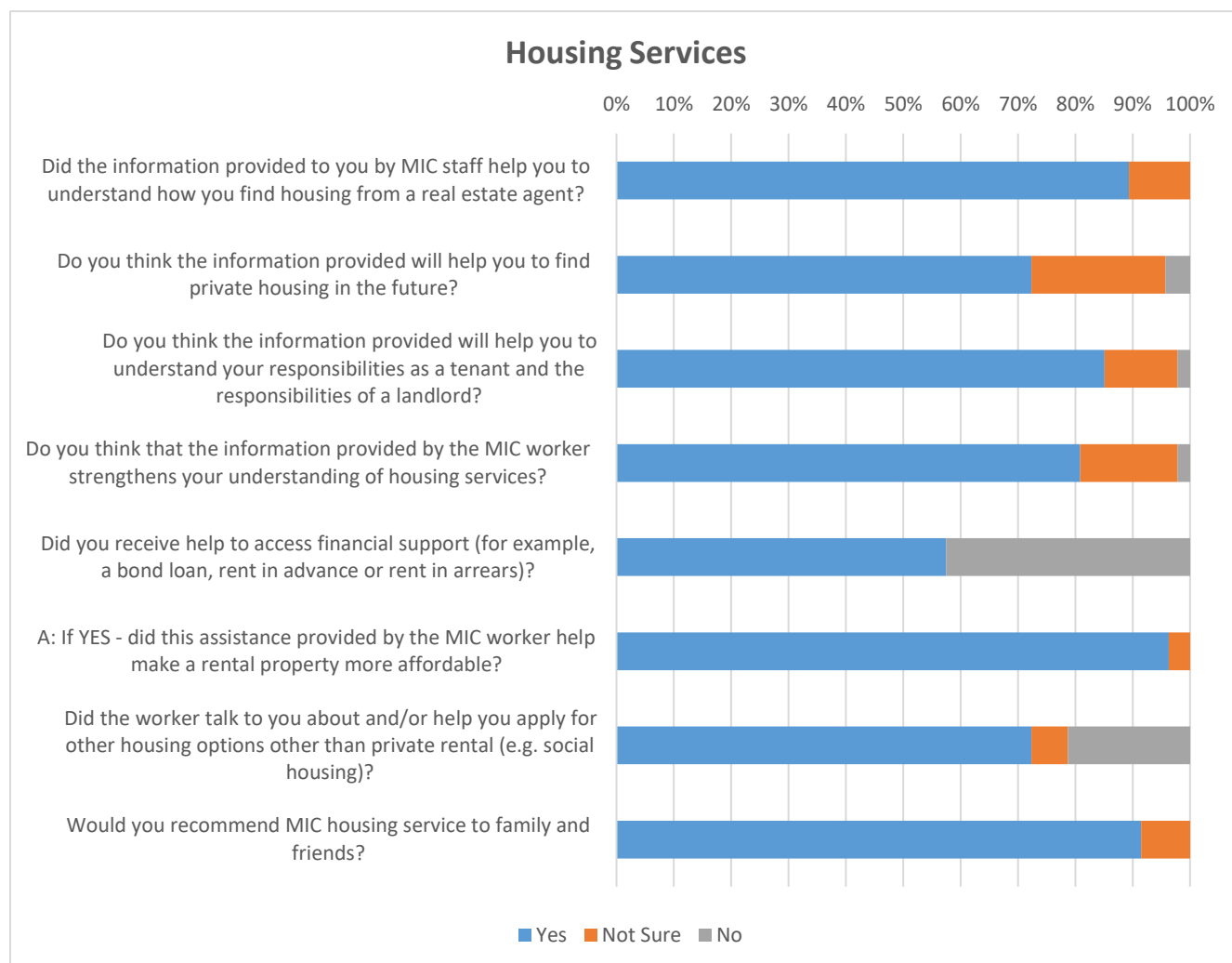
A total of 199 individuals were assisted with migration support. MIC employs two qualified Migration Agents who provide advice, detailed information and assistance to individuals to understand Australian migration processes and systems and assisting their family members overseas to migrate to Australia.



Housing Services

A total of 238 clients were assisted with housing related issues and 41 families secured private rental. 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. Time is

also spent supporting individuals and families to understand tenancy obligations and expectations, the private rental housing system in Australia, as well as building relationships and capacity with local real estate agents to help them understand the settlement of newly arrived refugees who do not have rental histories in Australia and have low English language proficiency.



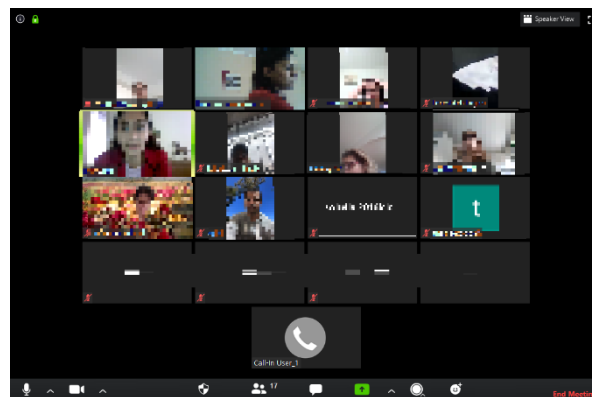
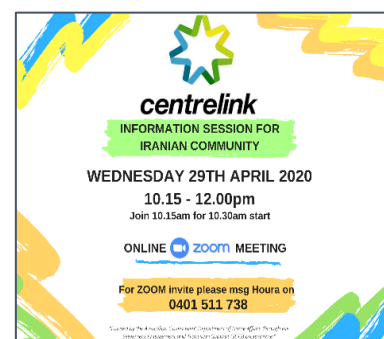
Information Sessions

"I think all the session are running so well and the sessions I attended were so helpful for me."

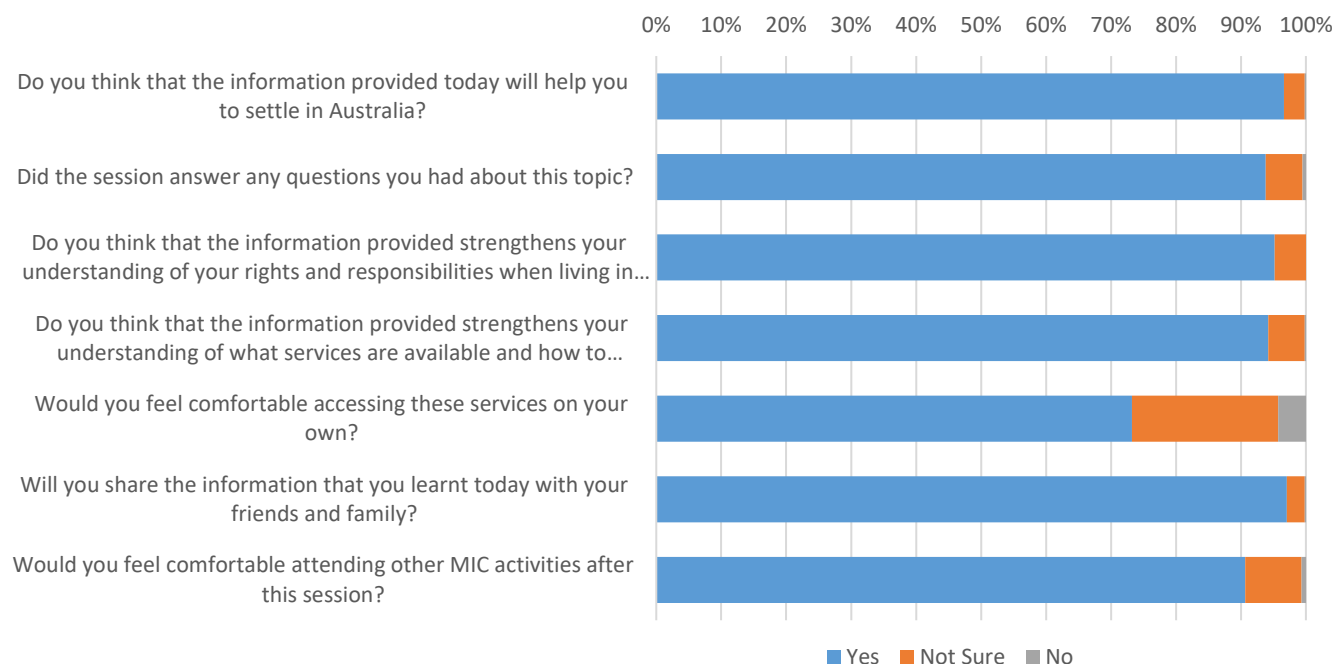
A total of 61 information sessions were delivered with 927 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo and Arabic speaking communities. Sessions were held in partnership with various local community service and government agencies including Berry Street, Victoria Legal Aid, Consumer Affairs Victoria, Cancer Council Australia, Victorian Heart Foundation, Maroondah Chinese Senior's Friendship Association, Victorian Fishery Authority, Australian Tax Office, and Centrelink.

The COVID-19 restrictions saw all face-to-face group activities cease in March 2020, with all information sessions delivered through online platforms for the remainder of the financial year. Efforts were made to skill-up and support community members to engage and participate on virtual platforms with a total of 20 information session delivered online connecting with 330 people who participated.

"It was so good, information on the payments for people and how they can access these payments"



Information Sessions



Excursions



A total of two excursions were delivered with 31 participants attending.

The Victorian Fisheries Authority hosted a day for the Iranian community. The excursion took place in the local park where the community learnt about facilities available to them and the rules and responsibilities of fishing in Victoria.

A Melbourne city tour was conducted with the Hakha Chin community. The community travelled on public transport, learning how to travel to the city and discovered different places around the city of Melbourne they could visit.

Participants indicated 100% satisfaction rating for the excursions attended. 32% of participants did not know about the location of the excursion and 39% had never been to such areas by public transport, 69% felt more confident traveling on public transport and 66% were likely to visit the location on their own in the future as a result of the activity.

"This is my first time and I am very happy with what I have seen"

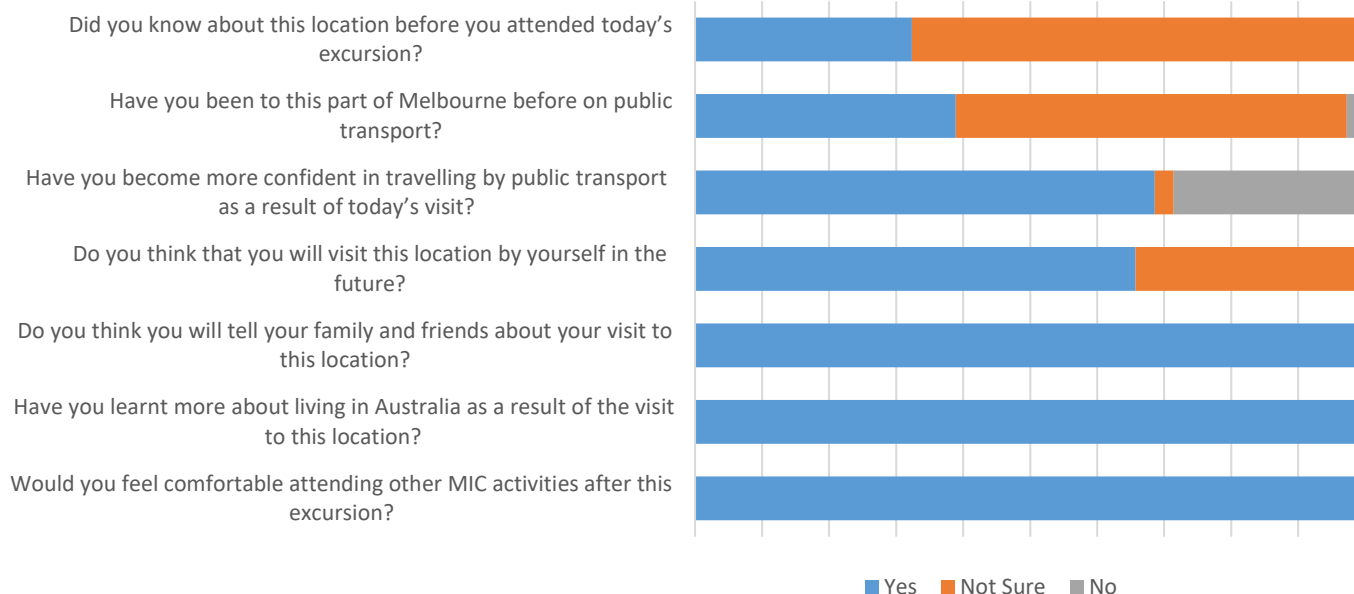


"Thank you for organizing the tour. I am very happy"



Excursions

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Swimming Programs

An 8-week swimming program was conducted with the Iranian community with 17 people attending. The program had participants in 3 groups of adult male, adult female, and primary school aged children.

All participants indicated feeling more confident in the swimming pool, learning more about their local facility, and feeling comfortable to continue to attend on their own. 86% indicated an increased knowledge of water safety and 71% were encouraged to stay physically active. The program had a 100% satisfaction rating from participants.



"I feel more confident around water and no longer fear being around water"



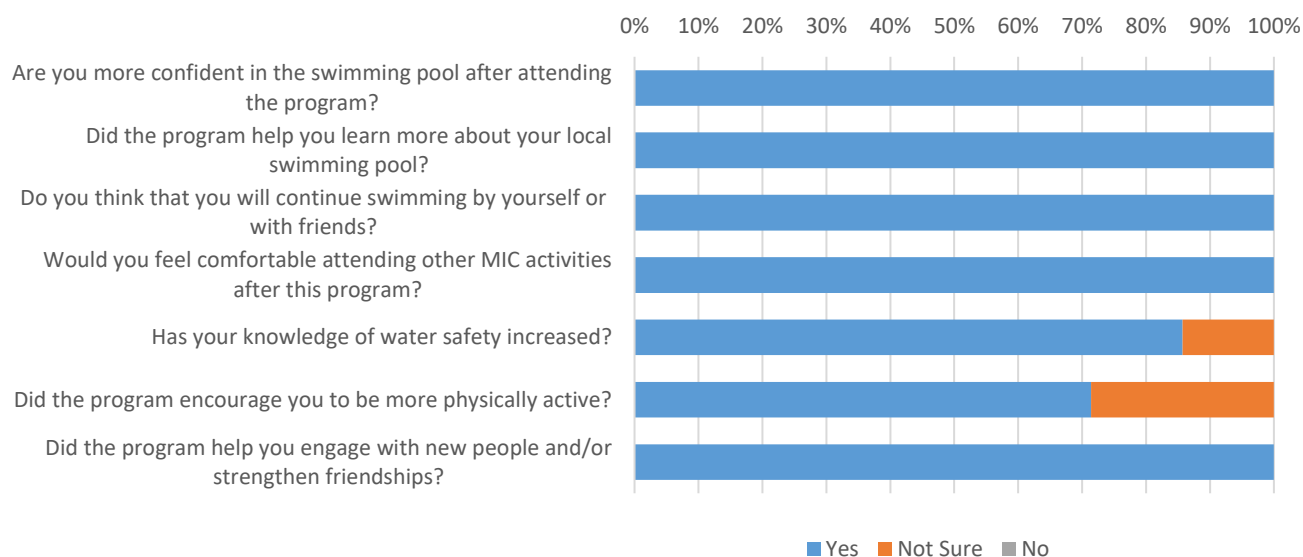
"It was good for knowing new people who participated in this program."



"I learnt about different types of swimming styles."



Swimming Program



Parenting Programs

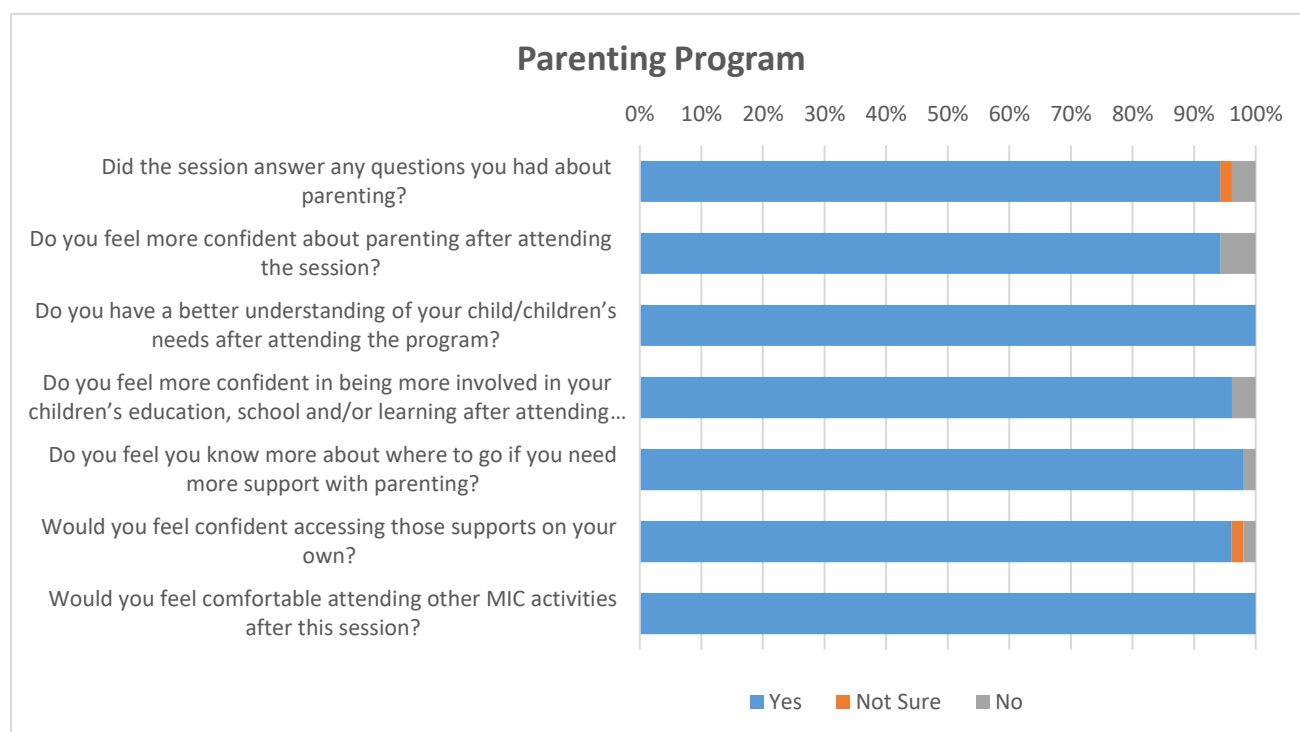
A total of 5 parenting programs were delivered to Hakha Chin, Arabic speaking, Karen, and Falam Chin and Mizo communities with 62 participants attending.

94% of parents indicated the program helped them feel more confident and answered their questions on parenting, and 100% indicated that they better understood their children's needs.

Due to the impact of COVID-19 restrictions, MIC conducted 3 of the 5 parenting sessions through online platforms engaging with 23 participants.

"We learnt about the development of our young people and how they interact or communicate with their peer groups."

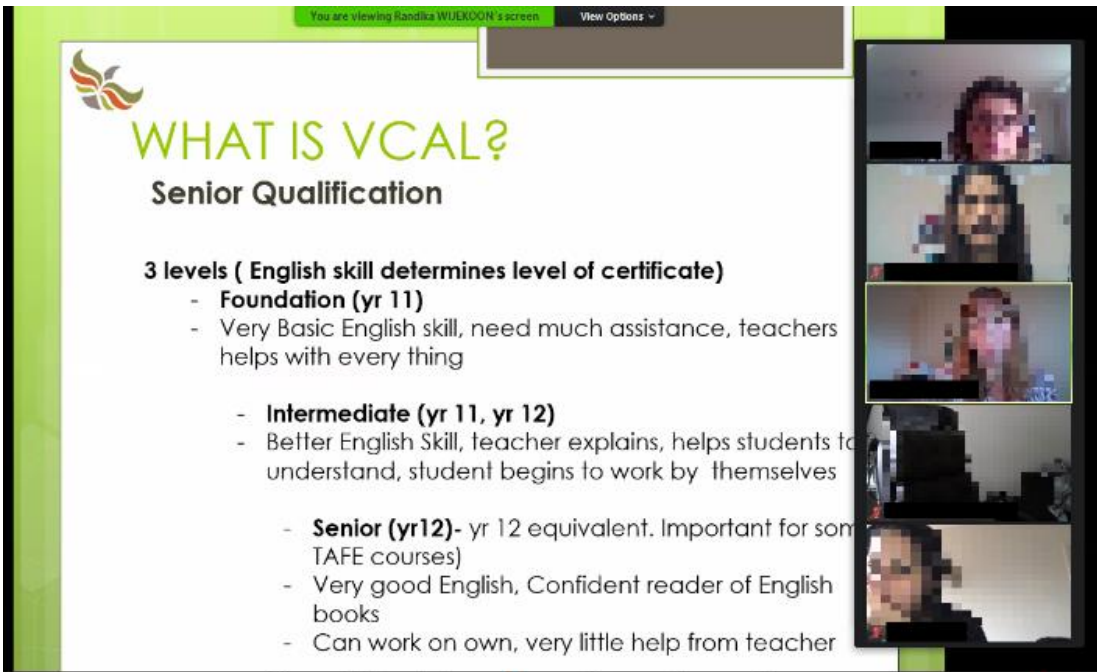
"The program taught us how to look after our children, and it will help me in the future."



Australian Education System

A total of six sessions were held to increase community members understanding of the Australian education system, with sessions delivered to the Chinese, Arabic speaking, Iranian, Zomi, Hakha Chin and Karen communities.

Due to COVID-19 restrictions, 4 of the 6 parenting sessions were conducted through online platforms engaging with 29 participants.



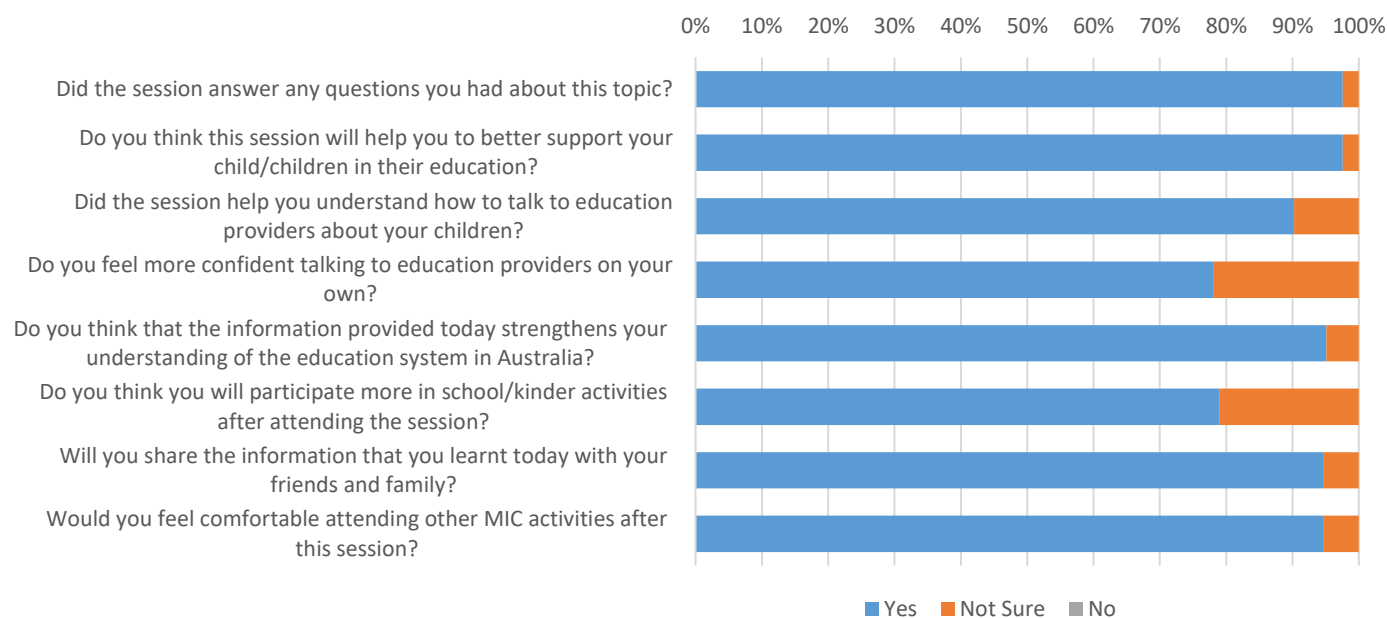
WHAT IS VCAL?
Senior Qualification

3 levels (English skill determines level of certificate)

- **Foundation (yr 11)**
 - Very Basic English skill, need much assistance, teachers helps with every thing
- **Intermediate (yr 11, yr 12)**
 - Better English Skill, teacher explains, helps students to understand, student begins to work by themselves
- **Senior (yr12)- yr 12 equivalent. Important for some TAFE courses)**
 - Very good English, Confident reader of English books
 - Can work on own, very little help from teacher

"Information provided in the session was so comprehensive and many of our questions about VCE and VCAL were answered."

Education System Programs



Healthy Lifestyles Programs

A total of 10 healthy lifestyle sessions were delivered to the Karen, Chinese, Iranian, Arabic speaking, Matu, and Hakha Chin communities as well as 2 mixed communities' sessions with 125 people participating overall. Topics included healthy lunchboxes, women's relaxation and Dietician information.

MIC conducted an additional 3 healthy lifestyle sessions to the planned target of 7 sessions. The sessions focusing on mental health were in collaboration with Victorian Transcultural Mental Health and EACH in response to the impact of COVID-19 on communities.

98% of participants indicated having a better understanding of health services in Australia with 95% stating the session helped them understand how to live a healthier lifestyle.

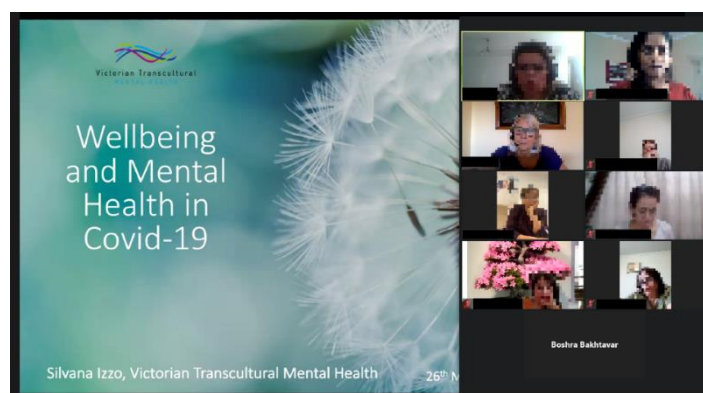
"We are very happy to have the opportunity to learn about healthy lifestyles and healthy cooking tonight."



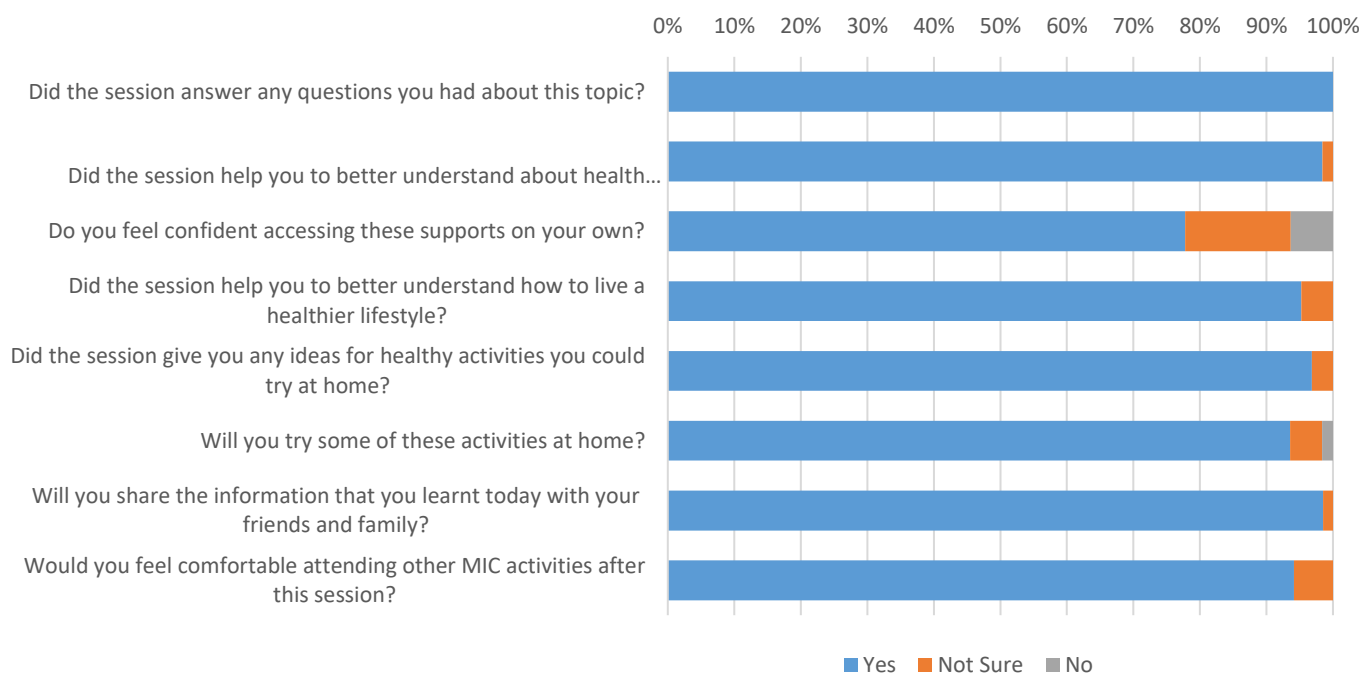
"I learned there are such services for people in Australia."



"I understood my problem is coming from stress, it was good to know."



Healthy Lifestyles Programs



Primary School Homework Support Programs

There were 2 primary school homework programs delivered at Croydon primary school and Great Ryrie primary school across 53 sessions collectively. An average of 13 students attended each program with the programs providing homework support with MIC volunteer tutors.

Due to the impact of COVID-19, the Homework Support programs went online as a crucial support to families, many of whom faced difficulties managing home-schooling. A total of 75% of students indicated the program helped them with their homework, whilst 80% indicated it helped to improve their English. A total of 94% of parents indicated the program helped their child in their schoolwork with 100% of parents indicating their children became more confident at school and 85% of parents stating the program helped them understand the Australian school system.

All teachers associated with the program indicated that the program benefited the students with 91% indicating an improvement in the overall performance of students in the classroom.

Secondary School Homework Support Programs

Three secondary school aged homework support programs were delivered at Mooroolbark Library, REALM Library in Ringwood and Croydon Library with a total of 64 sessions conducted. The programs offered

students assistance

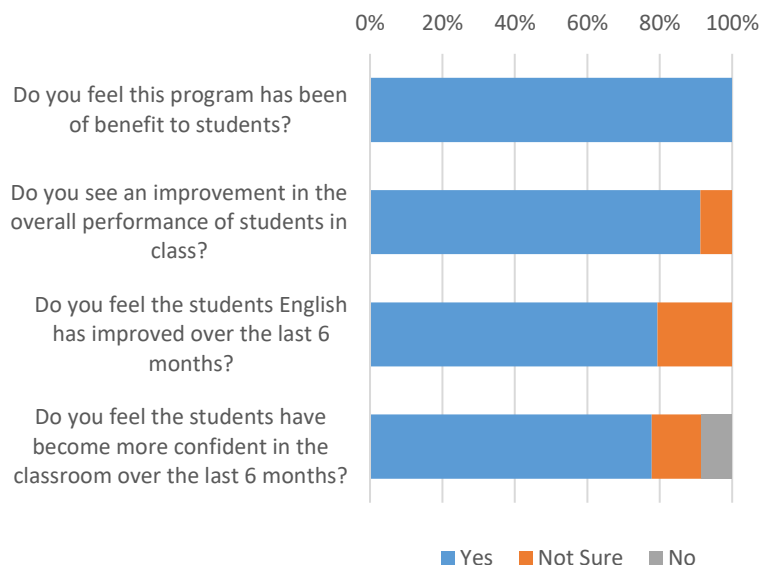
with their homework by MIC volunteer tutors, access to computers and internet, and opportunities to practice English, research assignments, and meet other students.

Due to the impact of COVID-19 and restrictions placed on programs, the programs were held via online video conferencing, with MIC matching students with volunteer tutors for one to one virtual sessions.

"I love to sing the times tables"

"Thank you. Homework Club helps me with my English."

Primary Homework Program - Teachers



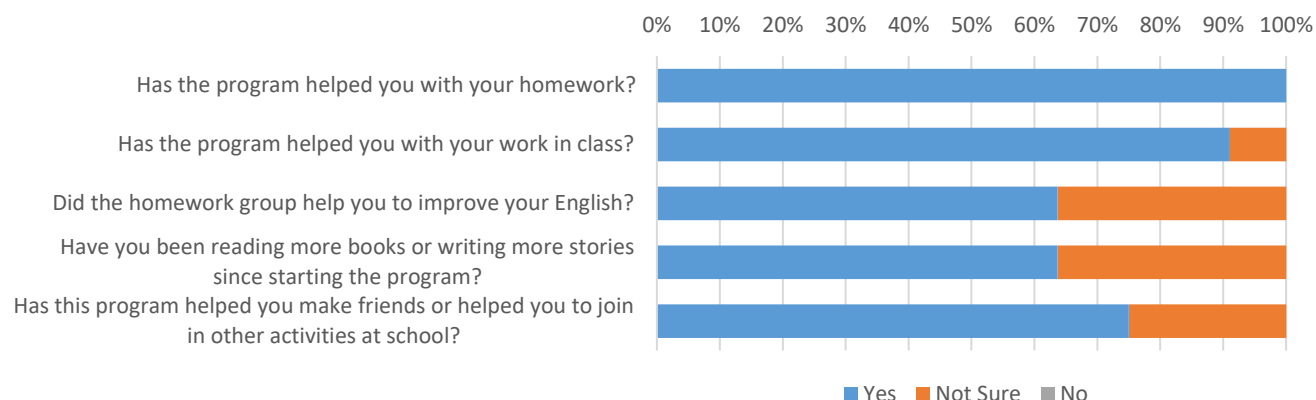
"Tutors explain work required in detail and in a more simple way for me to understand. Also, through different conversations with the tutors I develop a better communication with my peers as well as my teachers."

"Students have shown far greater enthusiasm for school."

"Students participate in conversations more and have shown improvement in reading, writing, and speaking."

A total of 75% of students indicated the program helped them with their homework, while 80% indicated it helped them to improve their English.

Secondary Homework Program - Students



Playgroups

A total of 4 playgroups were held totalling 147 sessions in 2019/2020. There were two Chinese Grandparents playgroups held in the Local Government Areas of Monash and Maroondah (in partnership with Monash City Council) and two Multicultural groups for parents in Maroondah.

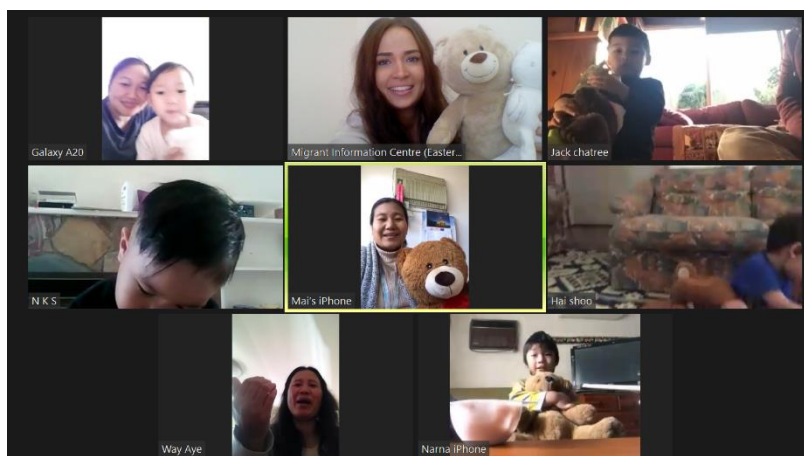
“Reading stories and dancing with my children. It encourages my children to learn and to read more.”

The programs included interactive sessions to engage parents and children with activities including singing, story-time, craft, and dancing. In addition, various service providers facilitated information sessions for parents during program sessions to build their knowledge and understanding of services and resources and how they can access them. Due to the impact of COVID-19 and social restrictions, all playgroups were held on online with 39 sessions conducted through virtual platforms.

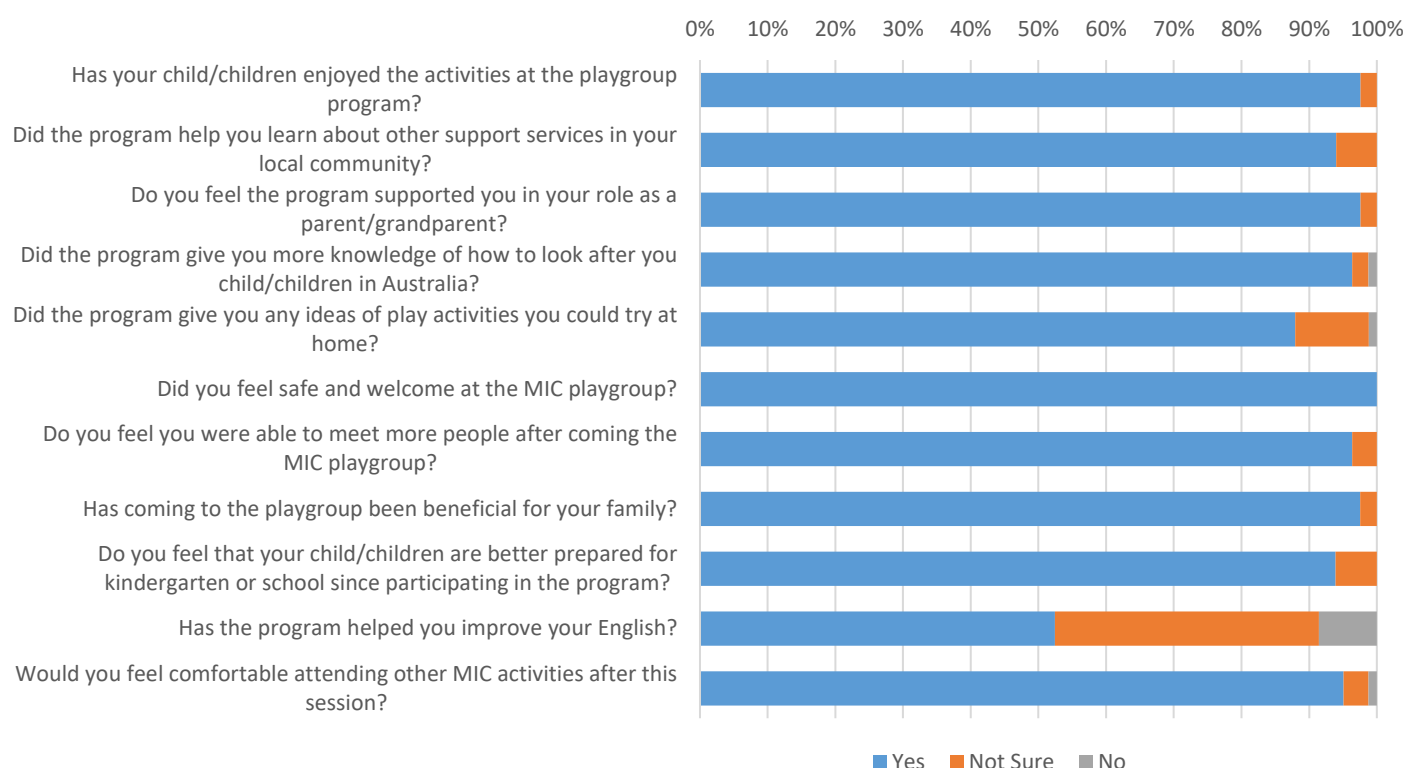
“Everything good, we get to see each other and our children get to learn new activities and if we have any issues we can ask MIC staff and they help us..”

The programs showed positive results with 98% of parents indicating their children

enjoyed the program, found the program beneficial and that they felt supported in their role as parents/grandparents. A further 94% of parents stated they learnt about other services in their local area and felt that their children were better prepared for kindergarten. 100% of parents indicated they felt safe and welcome in the program.



Playgroup Programs



Driver Education Program

A total of 3 driver education programs were delivered across a total of 15 sessions targeted to the Hakha Chin, Zomi communities as well as a mixed communities group. An average of 23 people attended each session, which covered information on understanding road safety, getting around safely, road rules and enforcement and the dangers of drink and drug driving. Each participant received 10 subsidised driving lessons with a registered driving instructor. Fourteen clients also received on-road driving practice on 74 occasions with a MIC volunteer driving mentor in the MIC's car.

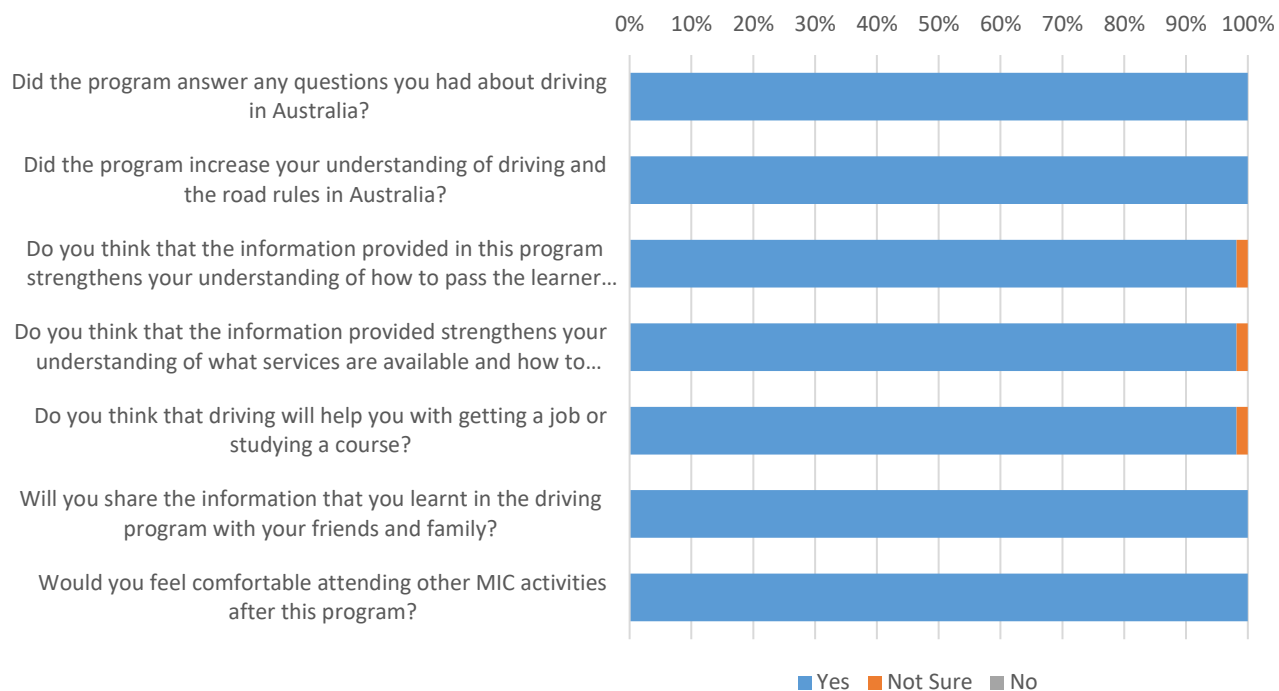
All participants indicated that the program answered questions they had about driving in Australia and an understanding of the road rules with 98% of participants stating the program strengthened their understanding of how to pass their driving test, accessing services, and believed that obtaining a licence will help them to secure employment.



"Thank you for involving me in this program. Helpful to me and my family. Grateful for information as driving is very important and I learnt a lot."



Driver Education Programs



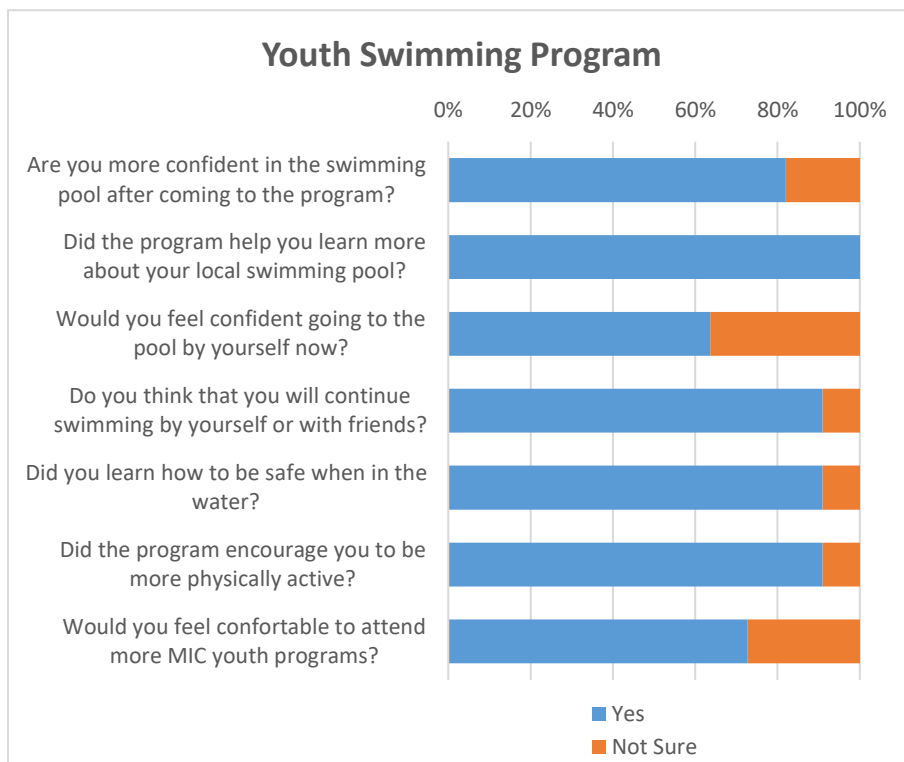
Youth Swimming Program

A 6-session youth swimming program took place at Aquanation Swimming Pool with an average of 12 young people from Hakha Chin, Zomi, and Karen backgrounds participating.

The program was delivered in partnership with Life Saving Victoria with the objective to educate young people on being safe and confident in and around the water. In addition to this, participants were encouraged to become familiar with a local swimming pool, navigating public transport independently to get there and build friendships and confidence.

The program had positive feedback with 91% of participants indicating they learnt how to be safe in the water and

have been encouraged to be more active. All participants stated the program helped them learn about the local swimming pool with 91% indicating they will continue swimming on their own or with friends.



Young Refugee Leadership Program

The MIC Young Refugee Leadership program trains young people from refugee and migrant backgrounds to be MIC Youth Commissioners. The aim of the leadership program is to build the capacity of young people with natural leadership qualities, utilising their settlement experience to assist other newly arrived youth. Their experience helps improve MIC youth service delivery.

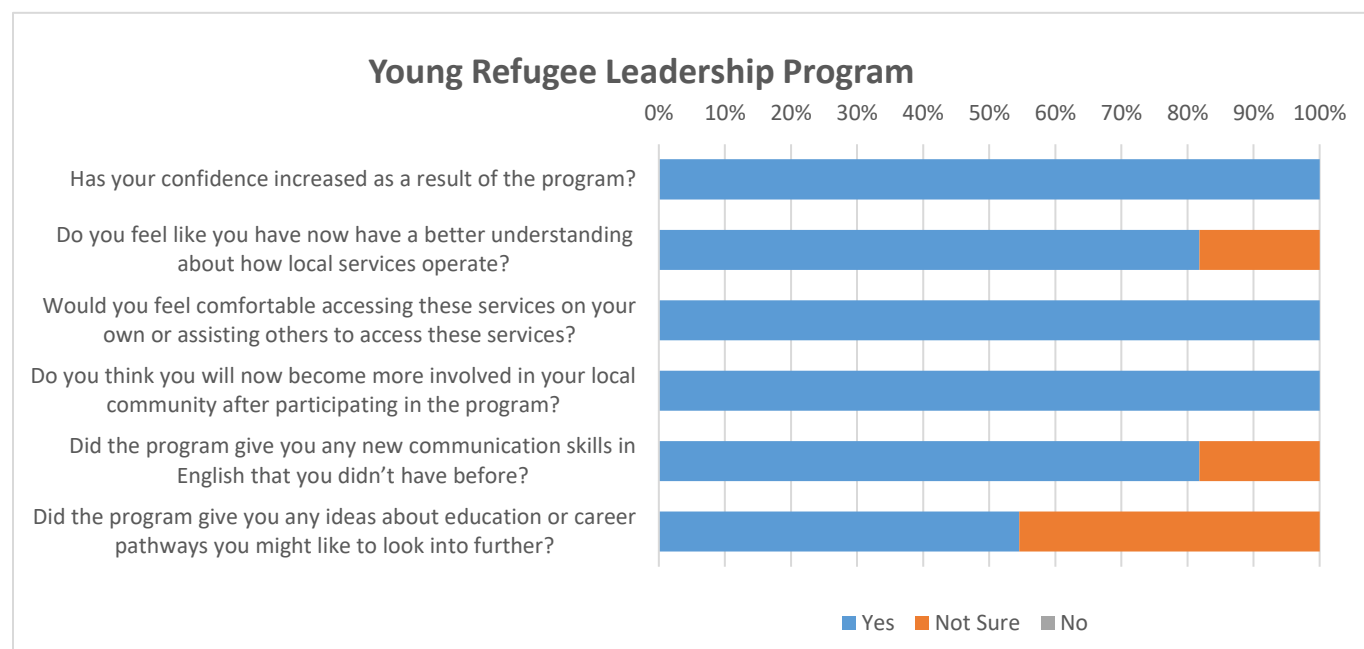
"Great program. I look forward to work as a MIC youth commissioner!"



The program's initial first step saw 14 young people from Zomi, Hakha Chin and Kachin backgrounds undertake a six-week personal development training. These youth commissioners then participated in a six-week project management training program to further develop their skills.

"Just wanna say thank you. Coming to MIC leadership training sessions I must say are totally worth it."

The program received positive feedback with all participants feeling an increased level of confidence including more confidence in accessing services on their own. 100% of participants stated they would become more involved in their local community and 82% of participants indicated the program increased their communication skills and felt they better understood how local services operated.



Youth Photo Competition

As the COVID-19 restrictions drastically effected many programs and outreach services, efforts were made to connect and stay engaged with young people during this time. Our staff recognised the impact social isolation can have and created opportunities for young people to connect and engage with each other and MIC staff through a digital platform.

The Youth Cultural Competition was a means by which MIC youth services could support young people and increase their confidence to connect with MIC via digital means. A cultural dress competition was launched, asking young people to photograph themselves dressed in their cultural clothing but adding their own creative twist. There were 11 young people who entered the competition and close to 100 young people reacted to the posts.

"We are happy that MIC could help us whether it is bad or good situation and appreciate their commitment to help young people like us refugees and migrants."



1st PRIZE- A Zomi dress featuring a newspaper skirt; truly blown away!



2nd PRIZE-Standing strong in Chin Hakha dress with matching boxing gloves



3rd PRIZE- Chin Hakha dress, made in her own style, holding up the traditionally male coat over her outfit with such confidence

"I like the fact that we could create our own ideas with the traditional clothes. This event helped us to be competitive and creative."

The activity had very positive feedback from young people. A total of 83% of young people stated the activity helped them feel more comfortable talking to MIC youth workers. A further 50% of young people stated the competition helped them connect with MIC staff and other young people.

Young Women's Program

A young women's program was conducted over 8 sessions with 13 young women aged 13 to 17 years from Hakha Chin, Zomi, Falam Chin and Mizo communities.

*"Thank you so much!
Go MIC!"*

The program "Girl Talk" provided a safe place for young women to connect and share their thoughts with each other. Through group discussions, team building, hands-on and self-reflection activities, the program assisted participants to: develop confidence, self-esteem, empathy and appreciation for one another; explore body image, and recognise and manage thoughts, feelings and emotions better; learn how to navigate relationships; increase their knowledge and resources and develop skills; and, build resilience to enable them to actively engage in education, community and family life.

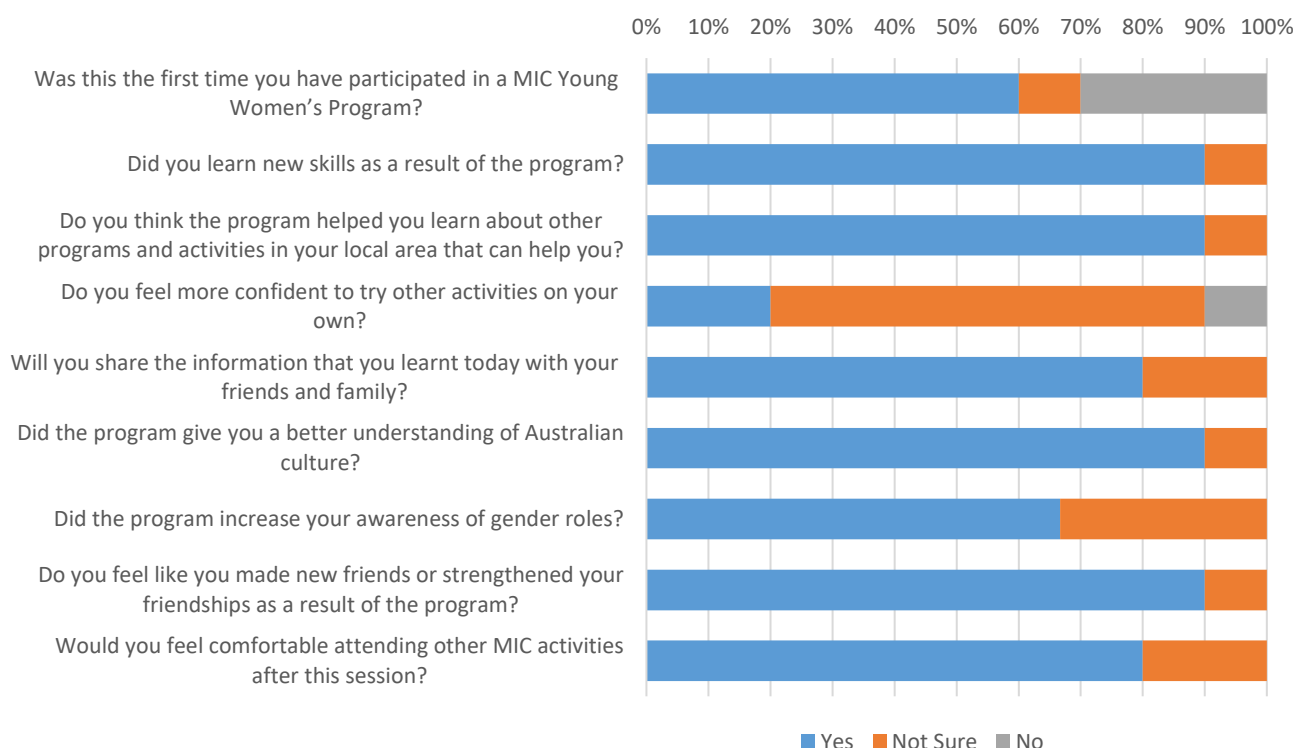
A total of 90% of participants indicated that the program taught them new skills and helped them learn about other programs and activities in their local area. 90% indicated that the program gave them a better understanding of Australian culture and that they felt like they made new friends and/or strengthened friendships.

What did you enjoy?

"Talking to each other about new things."



Young Women's Program



Youth Employment Program

"I learnt that we are much better than what we think."

The Youth Employment Program was delivered over 5 sessions with 19 young people participating from Zomi, Hakha Chin and Karen backgrounds. The program was conducted in partnership with Swinburne TAFE to help develop the skills of young people in job searching, communication, Interview skills, goal setting, and time and task management.


After consulting young people on their needs, additional employment support was Identified. The MIC youth team ran an additional resume writing workshop conducted online due to the COVID-19 restrictions.

All participants indicated it was there first time participating in the program with 99% of them stating they learnt new skills regarding employment and living in Australia.

"The best part was to be confident and show how strong you are!"

- MIC Youth -

RESUME WRITING ONLINE WORKSHOPS



Wednesday 24th June 2020

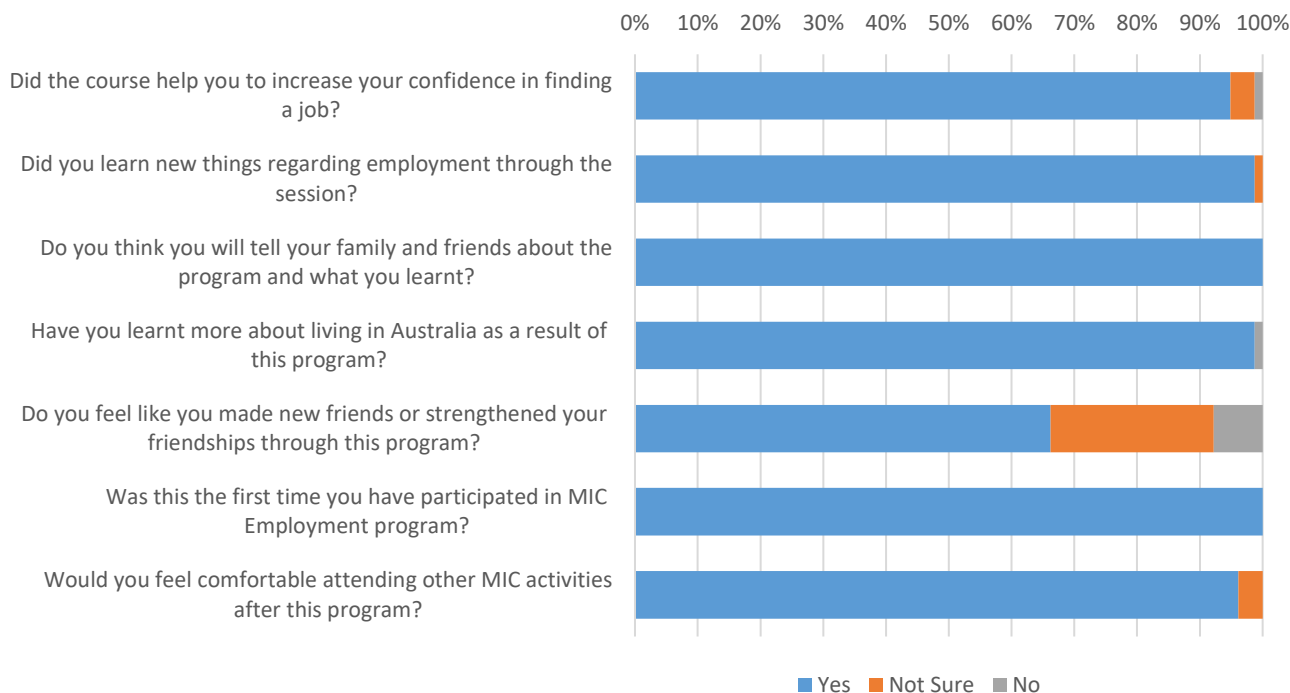
Via Zoom from 4:30pm to 6:00pm
Do you want to create a great resume?
Have a resume and want to improve it?
We are here to help
Register online: <https://bit.ly/MICEP2020>

For more information please contact:
Randi 0448 314 052
Tara 0424 595 966
MIC YouthTeam

This programme is funded by the Australian Government Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) programme



Youth Employment Workshop



Youth Holiday Programs



Two youth holiday programs were delivered with a total of 24 young people participating. A visit to the IMAX cinema and a Treetop excursion were conducted with young people from Falam Chin, Hakha Chin, Zomi, Karen, Thai, and Persian backgrounds. The programs focused on building social connections, promoting healthy recreational activities, learning about new places and activities, and building confidence to navigate public transport independently.

"It was a wonderful time. Thank you!"

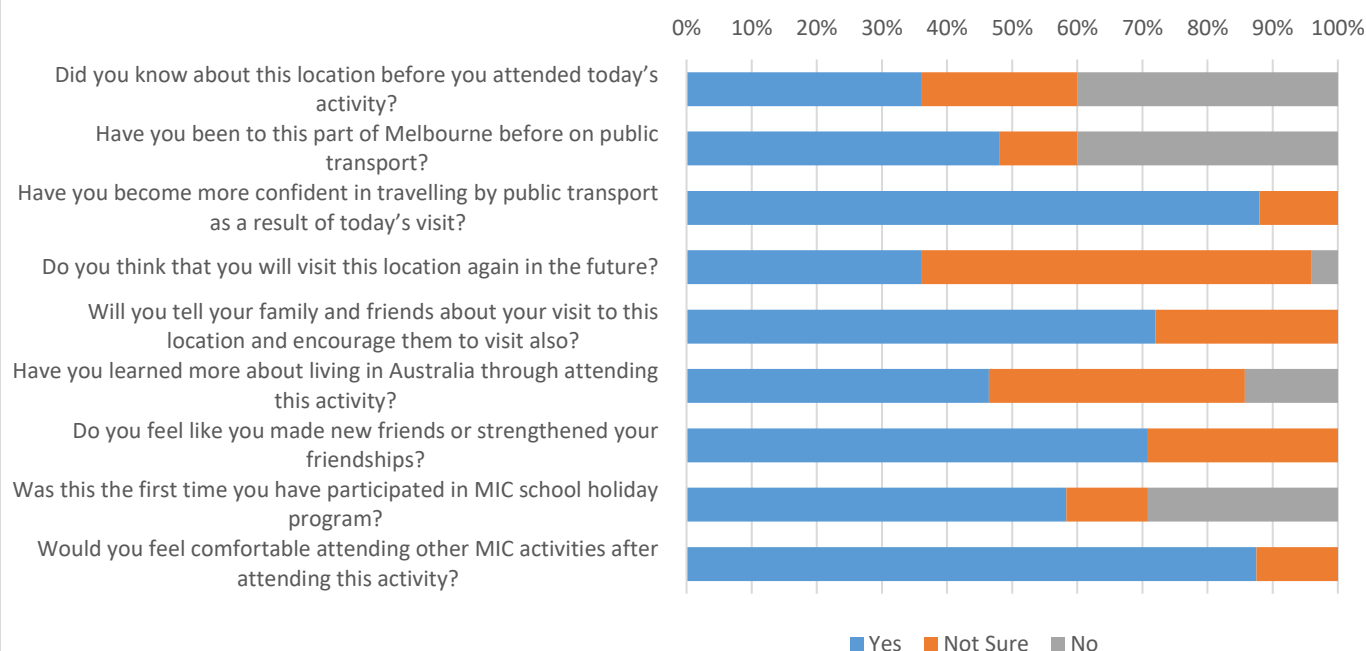
Whilst 52% of young people indicated that they were unsure or had not been to these locations before, 88% of participants stated they are more confident in travelling by public transport to these areas. 58% of participants stated it was their first time participating in an MIC holiday program with 71% stating the program helped them strengthen and/or make new friends.



"It was the best day of the week!"



Youth Holiday Program



Road Safety for New Arrivals Program

The road safety and driving programs increased participants' awareness of road safety and enabled the MIC to deliver key road safety messages to newly arrived refugees.

In 2019/2020, as part of the VicRoads Community Road Safety Partnership program, MIC facilitated drink and drug driving prevention program sessions, certified training for MIC staff members to undertake Bike Education programs with children, a Child Car Restraints checking clinic and the Changing Gears program for young people.

A total of three drug and alcohol sessions were presented to 68 people from Hakha Chin, Iranian, and Zomi/Zo backgrounds. Feedback from participants who attended the sessions indicated a high level of satisfaction with the program as a way of learning about the dangers of drink and drug driving.

One child car restraint seat checking day was held in Croydon – 8 cars were checked with 18 child restraints seats. Of those, 16 seats required adjustments as they had not been fitted correctly. Restraints were found to have twisted harnesses, straps fitted at incorrect shoulder height or incorrect seat paths, some missing the top tether strap and some used restraints that were over 10 years old or in a very poor condition. Adjustments were made as required and participants were advised of recommendations to replace restraints where necessary.

The *Changing Gears* program - driver education program for young people was conducted in partnership with the youth settlement team during the school holidays for 10 young people aged 16 to 18 years from Hakha Chin, Mizo, Falam Chin, and Zomi backgrounds. Changing Gears is a 4-day pre-learner driver education program designed for disadvantaged youth affected by social and learning challenges including young people where English is not their first language. Participants go to VicRoads and apply for their learner's permit.

"They teach us the road rules and signs and I meet new friend."



A total of 90% of participants indicated that the program increased their understanding of driving and road rules in Australia with 70% stating it would assist them in getting employment and/or increase their access to study options. They also indicated that they would share the information they learnt with friends and family.

"Thank you MIC for making the appointments for us. I've learnt a lot of things and improved a lot about safety and rules. Thank you!"

Family Violence Counselling Program

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

In 2019/2020, 18 women received one to one counselling and three group programs for women were held – one program for women from Chinese speaking backgrounds and two eight-week programs for women from Zomi and Zo backgrounds. Unfortunately, due to COVID-19 restrictions, the second program for Zomi and Zo women was held for only six sessions. The groups provided a safe environment for women to learn about Australian laws in relation to family violence and the safety of women and children, as well as the impact of family violence and how violence impacts upon children. In addition, women learnt how to build better family relationships and how to build their self-esteem. The groups also provided a forum to learn about Australian culture.

100% of participants reported that the group had helped them to settle successfully in Australia, that the topics covered were interesting and presented in a style that was easy to understand and that they would recommend the program to friends and family.

Cool Kids and Rainbows Program

MIC facilitated the *Cool Kids and Rainbows Program* in partnership with Foundation House over 8 weeks in 2019. The program, funded by Maroondah City Council supported 9 newly arrived primary-school aged children from refugee backgrounds to enhance social skills, emotional literacy, confidence and self-esteem through art and craft activities and discussion.

The participants came from five different primary schools in the EMR and six different cultural backgrounds. By the conclusion of the program, a strong sense of group cohesion and friendship had been created. Participants attending various schools and being from different cultural backgrounds widened their networks during the program. A safe space was prioritised through regular communication with parents, schools and ongoing communication between the Foundation House Counsellor Advocate and MIC Worker between group sessions. At the conclusion of the program, appointments with Foundation House and MIC were held with parents of participants, to discuss supports available beyond the program to further aid families in their settlement in Australia.



Youth Soccer Hangout Program

In partnership with the Outer East Primary Care Partnership (OEPCP), MIC conducted an indoor soccer program where young people were provided with a safe space to hang out with their peers and informally engage with youth and community service providers from a range of local agencies in the EMR, while also participating in a healthy physical activity.

Staff members from local services attended each week to hang out and provide information to young people about their services, helping to demystify and familiarise young people from refugee backgrounds with a range of local service providers, breaking down barriers to young people accessing services and seeking support when they need it in the future. The program was well received with an average of 60 participants attending every week for eight weeks. The program was funded by the Local Drug Action Team (LDAT) – Alcohol and Drug Foundation (ADF), through the OEPCP.

COMMUNITY DEVELOPMENT AND CAPACITY BUILDING PROGRAMS

Capacity Building and Participation Program, Strategic Partnerships, Refugee and Asylum Seeker Program

In 2016, MIC was successful in attaining four-year funding under the Victorian Government's Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Division (MASC), Capacity Building and Participation, Strategic Partnerships Refugee and Asylum Seeker Program. This program works in partnership with refugee and asylum seeker communities to achieve sustainable settlement outcomes and to assist community association committees and other community leaders to facilitate group and community activities and build their capacity to better meet the needs of their community members.

The program includes the facilitation of a steering committee comprising local service providers to oversee the program. It also provides brokerage funds to assist people seeking asylum to enhance their access to essential services and/or to fund short term crisis interventions where appropriate.

In 2019 /2020 the program supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi, Zo, Iranian and Arabic speaking communities.

Agencies represented on the steering committee include: Women's Health East, Maroondah City Council, EACH and Victoria Police.

Activities undertaken with refugee communities in 2019/2020 included:

- Holding 20 meetings with leaders from the target communities including women and youth leaders to assist with the governance of their associations and planning support for the communities. This work included assistance with searching for and applying for grants, discussing leadership and governance challenges and successes, providing information and training on how to comply with Consumer Affairs rules for effective governing of an Incorporated Association, COVID-19 awareness and technological upskilling to run activities to support their members remotely during the pandemic.
- Working with community leaders and participating communities to assist with 7 community activities and events. This work included assistance to help organise cultural celebrations, consultations, setting up language schools, community elections, translation of COVID-19 information, and a volunteer bushfire recovery support day.
- Facilitating five, weekly sewing and craft programs for women from Zomi, Hakha Chin, Falam Chin, Karen and Mizo backgrounds with approximately 50 women attending weekly. Programs were temporarily suspended in March 2020, then delivered online from May 2020 due to COVID-19 restrictions.

Feedback indicated that 100% of participants gained sewing skills that has enabled them to make their own clothes, increased their knowledge and understanding of



programs and services and reduced their social isolation. The Falam Chin Women leaders increased their planning skills and confidence to run the program with less support from the project worker. Participants were supported to make masks for their families and some products from the Karen sewing group were sold at the church market.

- Holding regular meetings and activities for older people from the Hakha Chin, Falam Chin, and Karen communities to help reduce social isolation and to encourage older people to stay active. The meetings included social gatherings at local venues, hydrotherapy at the local swimming pool, excursions to the Tulip Farm and Lilydale Lake and two separate excursions to Melbourne. Feedback indicated that the program assisted them to reduce their social isolation and increase their connections. Participants also learnt how to use public transport. A total of 18 social meetings were held, 4 excursions and 5 hydrotherapy sessions.
- Holding weekly English classes for adults in partnership with the Australian Chin Community (ACC) association with up to 15 participants attending each week. Classes were delivered online from May 2020.
- Assisting community associations to facilitate a range of sports activities, including a mixed community volleyball event with approximately 150 community members and 13 teams participating from the Hakha Chin, Falam Chin, Mizo and Karen communities and a soccer tournament held by the Zomi Youth Association (ZYA) over two days with 300 community members participating.
- Facilitating a range of youth activities, including traditional dance lessons and practice for the Hakha Chin and Zomi communities who then performed at Chin National Day and Zomi National Day celebrations. Assisting young people to participate in the ZYA Melbourne Pageant competition at the Community Khuado Event.
- In partnership with Lifesaving Victoria, holding two swimming and water safety programs for children at Aquahub in Croydon and Aquanation in Ringwood. A total of 50 children participated from the Hakha Chin, Falam Chin, Zomi, Karen and Iranian communities. Verbal feedback from participants indicated 100% satisfaction with the program. Participant feedback indicates the program helped them to make friends, keep physically active and gain confidence in accessing public swimming facilities.
- In partnership with Melbourne City Soccer Club, holding 2 soccer programs for children from refugee backgrounds. A total of 11 sessions were held with an average of 15 participants per session.



- Providing 51 people from refugee backgrounds 10 subsidised driving lessons each.
- Facilitating 6 information sessions covering a range of topics including Centrelink and COVID-19 Payments, Australian Taxation, temporary rental laws and Consumer Affairs, energy bills and fishing regulations. A fishing day followed the fishing regulation session with 60 attendees from the Karen and Falam Chin communities participating.
- Supporting the translation of information about alcohol services for families and individuals for the Hakha Chin, Falam Chin and Tedim Chin speaking communities. Brochures were distributed to Victoria Police, community associations and churches.



Support for Asylum Seekers, Temporary Protection Visa (TPV) holders and Safe Haven Enterprise Visa (SHEV) holders

As part of the Capacity Building and Participation Program, Strategic Partnerships, Refugee and Asylum Seeker Program, MIC provided critical support funds and facilitated group programs for asylum seekers living in the community on Bridging Visas, as well as people on Temporary Protection Visas (TPV) and Safe Haven Enterprise Visas (SHEV). These programs aim to enhance access to essential services and increase social and emotional wellbeing

In 2019/2020 MIC provided critical aid and support to 139 individuals and families. This included a new COVID 19 payment for asylum seekers on a bridging visa with no income.

MIC provided a total of \$38,900 to 121 individuals and families for emergency relief in the form of food vouchers, myki passes, bill payment or assistance to pay basic living expenses. This included \$9900 of payments to support 41 individuals and families who were experiencing additional financial hardship due to COVID-19. People who accessed this program were from a range of countries including Iran, Egypt, Pakistan, Lebanon, Yemen, Sri Lanka, Afghanistan, Cameroon, Tanzania, Malaysia, Iraq, India, and China. Funds assisted with paying utility bills, providing supermarket vouchers, purchasing Myki cards and top ups, covering health costs, driving lessons and swim passes to support physical and mental health.

Other activities provided for people seeking asylum and those on TPV and SHEVs included:

- Providing information and advice about support services available to individuals and families including health services, employment services, material aid and other services.
- Facilitating six information sessions covering topics including the role of the courts in Australia, the Australian education system, COVID-19 updates, Centrelink and mental health.

- Holding a fishing information session and family day in partnership with SETS and Victorian Fisheries Authority. Participants obtained information about Victorian fishing laws and a fishing license upon completion.
- Holding four 'Living in Australia' information sessions about Australian laws, culture and governmental structures in partnership with SETS.
- Holding two excursions including a family day to *Bounce* Trampoline Centre and another to the Sea Life Aquarium.
- Facilitating three, eight-week swimming programs in partnership with Aqualink Box Hill to support adults and children to learn to swim and be safe around the water

COVID-19 Response Package Program

In response to increased financial hardship amongst people from refugee and migrant backgrounds as a result of COVID-19, the Department of Premier and Cabinet, Multicultural Affairs and Social Cohesion Division (MASC) provided one-off funding to the MIC to support people experiencing financial hardship or crisis. Funds were provided to MIC in June 2020 and distribution of critical support to individuals and families has occurred through 2020/2021.

Strategic Engagement Coordinator

Funded as part of the Capacity Building and Participation, Strategic Partnerships Refugee and Asylum Seeker Program, 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 2019/2020 the work of the SEC included:

- Identifying gaps in service provision for people from refugee and migrant backgrounds and developing and delivering seven different projects including:
 - Two playgroups for parents and their pre-school aged children – one for families from multicultural backgrounds and the other for families from Indian backgrounds, in partnership with the Shirdi Sai Sansthan Temple in Camberwell. In April 2020, the multicultural playgroup was held online, with an average of six families attending weekly.
 - A homework support program for primary school aged children in Mooroolbark. In April 2020, this program moved online and was held over Zoom with an average of eight families participating weekly.
 - An information, advice and referral service for people seeking asylum and on Temporary Protection Visas (TPV) and Safe Haven Enterprise Visas (SHEV). This program supports individuals and families

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. In 2019/2020 this program supported 212 individuals and families.

- A feasibility study for the development of a social enterprise to support the employment of community members from Burma in the agricultural sector in the Yarra Valley.
- Supporting migrant and refugee community associations and groups to organise meetings, apply for grants, hold festivals and events and apply for funding.
- An online fitness program for asylum seekers and TPV/SHEV holders to decrease social isolation and promote physical activity during the COVID-19 lockdown.
- Co-facilitating the *Eastern CALD English, Education and Employment Network* (3 E's Network) in partnership with the MIC SETS team. The network aims to:
 - Enhance opportunities for people from CALD backgrounds who are newly arrived in Australia to access English language classes and education pathways and programs and access meaningful employment.
 - Create partnerships between industry groups, support workers, employers, and people from newly arrived CALD backgrounds
 - Work collaboratively to understand and address barriers to accessing English, education and employment opportunities for people from for CALD backgrounds
 - Provide opportunities for information sharing and collective action amongst service providers

Four meetings were held with an average of 13 service providers attending each meeting from a range of agencies including AMEP providers, Services Australia, local Councils, Job Active providers and other community service agencies. Outcomes from the network include mapping skills shortages across Shire of Yarra Ranges, linking farmers looking for staff with local refugee communities wanting employment in the agricultural industry, supporting students undertaking the Adult Migrant English Program to gain work experience placements and network members gaining a greater understanding of the experiences and barriers to securing work for people from newly arrived migrant and refugee backgrounds across the region.

- Co-facilitating the *Eastern Migrant and Refugee Community Leaders Network*. Four meetings were held with an average of 8 community leaders attending each meeting. Guest speakers included Shire of Yarra Ranges and City of Maroondah to provide updates on grants and council matters, Victoria Police to connect to community leaders and update on police roles in the community, ECLC to provide information about their domestic violence project, Victorian Legal Aid to present on Family Law and the legal system, Metropolitan Fire Brigade to discuss fire preparedness and response.
- Strengthening support for asylum seekers, TPV or SHEV holders living in the EMR. This included consultation and liaison with external service providers to build effective referral pathways and planning and delivering group information sessions and social activities for individuals and families.

Community Capacity and Participation, Family Violence Prevention Program

MIC received funding from Victorian Multicultural Affairs and Social Cohesion Division (MASC) under the Capacity Building and Participation Program (CBP), to conduct a two-year family violence prevention project with culturally and linguistically diverse (CALD) communities in the EMR.

The work of the program in 2019/2020 included:

- Facilitating three eight-week *Respectful Relationships for New Arrivals* programs for young people in secondary schools.

Programs were held at Melba College, Yarra Hills Secondary College and Mooroolbark College. An average of 34 young people from a range of different cultural backgrounds attended each program. The program aimed to support young people from newly arrived refugee and migrant backgrounds understand gender equity and Family Law and challenge traditions that reinforce gender inequality. Topics included gender constructs, consent, Australian law, cultural and religious expectations, culture shock, sexual assault and the building blocks of respectful relationships. MIC delivered this program in partnership with The Human Development Workshop and the Therapeutic Engagement Support Services Association (TESSA). The program received positive feedback both from the participants and the teachers.

- Facilitating two *Strengthening Family Relationships Programs* with the Hakha Chin community. These programs were developed and delivered by two psychologists employed by MIC who specialise in family and relationships counselling. One program was conducted with men and the other with women. Each program had eight therapeutic sessions focusing on topics such as conflict resolution, anger management and gender equality.



To increase the effectiveness of the programs and encourage attendance of both partners in a relationship, the men's and women's sessions were held in different rooms at the same venue at the same time and childcare was provided. A total of twenty-six participants attended the programs. The program provided participants with space to reflect on the negative and positive impacts of well-established and deeply rooted cultural norms.

- Facilitating two online information sessions with the Falam Chin community on family wellbeing during crisis. The information sessions were developed specifically in relation to COVID-19 and focused on conflict resolution and selfcare and care for children during the lockdown.

Fostering Integration Project

In April 2019, the MIC received funding from the Department of Home Affairs to deliver a project to foster integration between migrant and mainstream communities in the EMR. From April 2019 to April 2020, the project coordinator supported groups from culturally diverse backgrounds to engage with groups from the wider community.

The objectives of the project were to increase confidence of participants from three priority groups to make connections that would build awareness and understanding between people of diverse cultural backgrounds. Each program targeted one of the following priority groups: young people; women; and communities with a demonstrated low level of social integration.

Due to the diverse interests of the groups, the project coordinator initially met with the groups to determine what they believed were the most relevant issues the project should address. The groups were identified across two schools (Mooroolbark College and Our Lady of Perpetual Help Primary School) and two religious communities at Montrose Church of Christ. The project coordinator established working groups to support participants in determining goals and an approach to meeting the project objectives.

The Mooroolbark College working group identified issues with racism within their school community. They wrote a script and performed a short play detailing their experiences as refugees which they performed to the teachers and students of their year level. The performance was followed by a Q and A session inviting their Australian born peers to ask questions about their journey to Australia and life in Burma. This was followed by a lunch from *Little Burma*, a local restaurant in Mooroolbark.



Our Lady of Perpetual Help Primary School working group, consisting of parents from multicultural backgrounds planned a school-wide multicultural lunch to introduce their cuisines to the other parents and children.

The Hakha Chin community at Montrose Church of Christ and the English-speaking community at the same Church planned a communal service to encourage friendship and cultural understanding between the members. It was identified that,

although attending the same church to run their weekly services, the two groups had yet to meet as each congregation attended services and church activities separately. A communal service was an initiative which sought to bridge the gap between the two groups by sharing cultural traditions in prayer and song at the service. The service was unable to go ahead due to COVID-19 restrictions, but the groups are planning to host the event in 2021.

Over the course of the 12 months, the three working groups met to plan and deliver their events. At the end of the project, each of the working groups met to discuss and evaluate their programs. The following is some of the feedback from participants.

Participant Feedback: Mooroolbark College working group

"I think it did help create understanding and connections between students because they get to know our background and the harsh environment that we're in"

"I think it did help create understanding and connections between students because they got to know about our culture deeper and understand it more"

"Yes, I believe it helped our school community think outside the box and develop a greater understanding of our culture and background"

"I think students have a better understanding because they get to know deeper about our cultures"

Participant Feedback: Our Lady of Perpetual Help Primary School:

"Can we do this every year?"

"We should do this again!"

"It's good to see the children learn about our culture"

Yarra Ranges Partnership Program

MIC received four-year funding from the Shire of Yarra Ranges under the Partnerships Program to help build the capacity of the early years sector to better understand and respond to the needs of families and their pre-school aged children from refugee backgrounds. The MIC employs a project coordinator and a bilingual Hakha Chin project officer who work with Mooroolbark Early Childhood Centre (MECEC) to engage refugee families in their children's learning and provide information sessions at the preschool for families and support to centre staff. The program also works with parents from Hakha Chin backgrounds with low English language proficiency to increase their understanding of the role of early childhood education including supporting them to join parent committees, working bees and fundraising to encourage their participation in their children's education.

The project involves supporting kindergartens and primary schools in the Shire of Yarra Ranges to transition children from kindergarten into primary school by supporting families, as well as building capacity within primary schools to better understand the needs and experiences of refugee families.

In 2019/2020 the project provided information sessions at MECEC for parents, attended meetings with MECEC staff, held a consultation with families at MECEC to better understand their needs and the information they required, and liaised with four different primary schools about transitioning children from kindergarten to prep.

Feedback indicated that 88% of parents at MECEC reported that they had more confidence in participating in wider school activities after attending the program and 88% similarly reported that they have attended wider school activities, including parent committees and working bees. 50% of parents at MECEC stated that they had a better understanding of the Australian education system and school expectations after participating in the program whilst 50% were not sure. Some parents (36%) reported they cannot attend parent committee

meetings because of the language barrier, lacking confidence with their English language skills and/or stated they were too busy to attend.

All staff at MECEC reported that their understanding of the refugee experience and the challenges facing families from refugee backgrounds has increased because of the program.

Due to COVID-19 many activities that were planned in 2020 were postponed until restrictions are lifted.

AGED CARE AND DISABILITY SUPPORT PROGRAMS

Access and Support Program

In 2019/2020 the Migrant Information Centre (Eastern Melbourne) (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 and Support (A&S) Program in the Eastern Metropolitan Region (EMR).

The Access and Support (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 fifty similar programs in Victoria and one of seven in the EMR.

Following the Department of Health's guidelines, the A&S program continued to operate during the COVID-19 pandemic, shifting from a mostly face to face service, including regular home visits, to holding most appointments remotely. During the pandemic, A&S workers maintained regular contact with clients to check on their wellbeing and to ensure that they continued to receive the support they need. Clients were contacted through a range of means including telephone, digital platforms, and applications such as WeChat, WhatsApp and Viber. Home visit appointments were arranged only on a case by case basis, where phone or digital means were not practical or possible for our clients.

1) Direct Client Services

CHSP referrals and services:

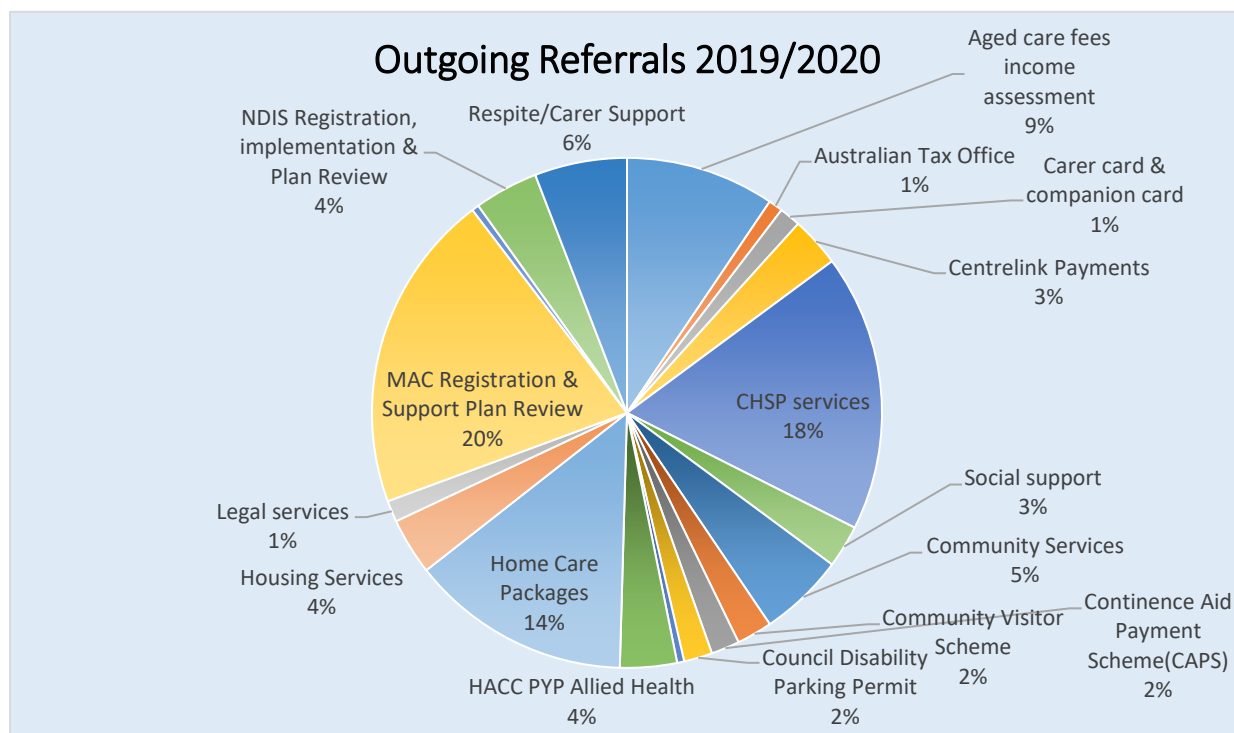
In 2019/2020, a total of 243 clients were assisted under CHSP, including 134 new referrals. Of these, 11.5% were self-referrals through promotion of the program to groups and assertive outreach, 10.5% from family members and relatives, 3.5% internal MIC referrals, 15.5% from the Regional Assessment Services (RAS), 40% by Aged Care Assessment Services (ACAS), and 19% were referred from other health and community services

HACC-PYP referral sources:

In 2019/2020, a total of 65 clients were referred to the HACC-PYP program including 21 new referrals. Of these, 12.5% of new referrals were self-referrals, 10% were made by the clients' family members, 5% were made by the local councils, 17.5% by the MIC's settlement program, 32.5% were received from hospitals, mental health service providers, disability service providers, and the remaining 22.5% of new referrals were made by other community services such as housing support services and other agencies.

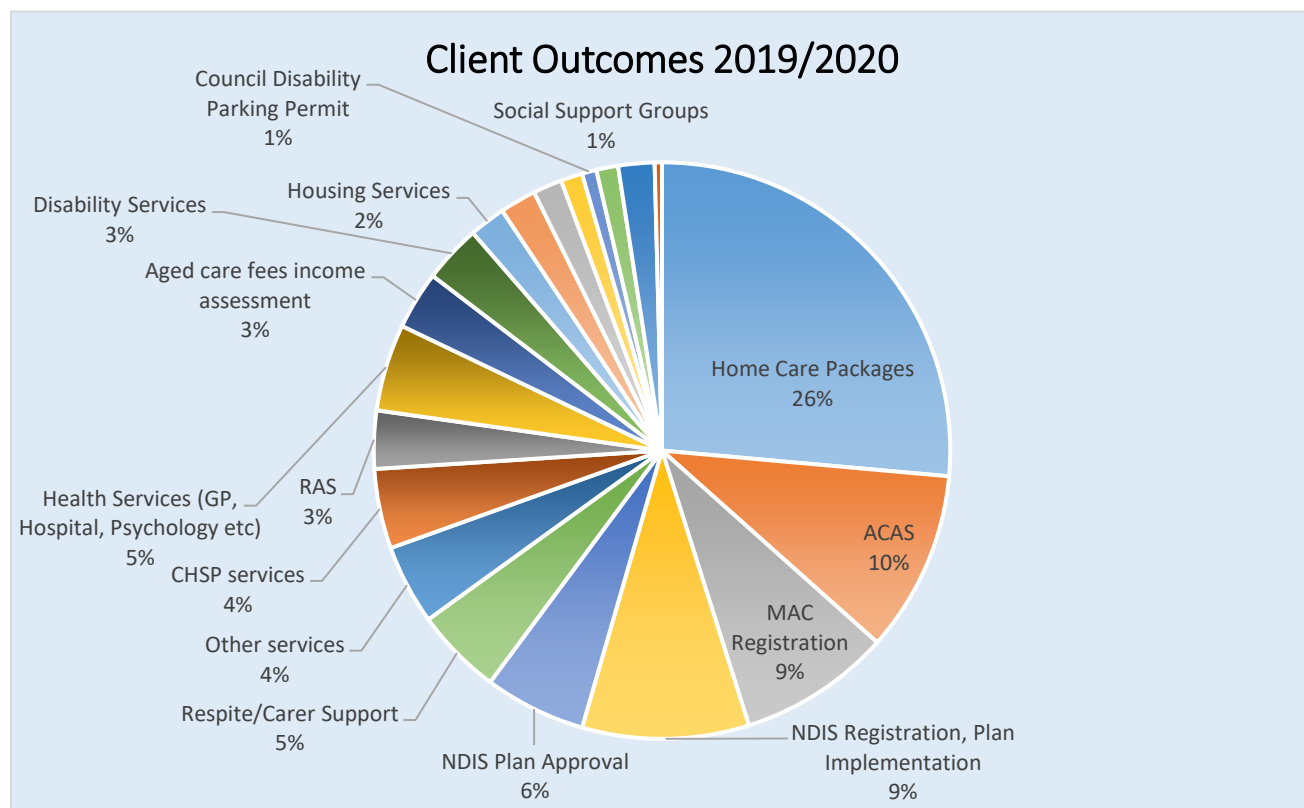
Outgoing referrals and services accessed by clients:

A total of 222 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), disability parking permits, Continence Aids Payment Scheme, Housing support and other services.



Achievements of the Access and Program in 2019/2020:

A total of 246 services were accessed by clients as a result of their participation in the A&S Program in 2019/2020. These included but are not limited to CHSP services, NDIS planning and implementation, carer support, Centrelink payments, mental health services, and home care packages.



2) Non-Direct Client Work

Promotion

In 2019/2020, 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 the A&S Program to seniors' groups, at Expos, at network meetings and by providing outreach to older people and people with disabilities at community events.

Secondary consultations and working with the service system

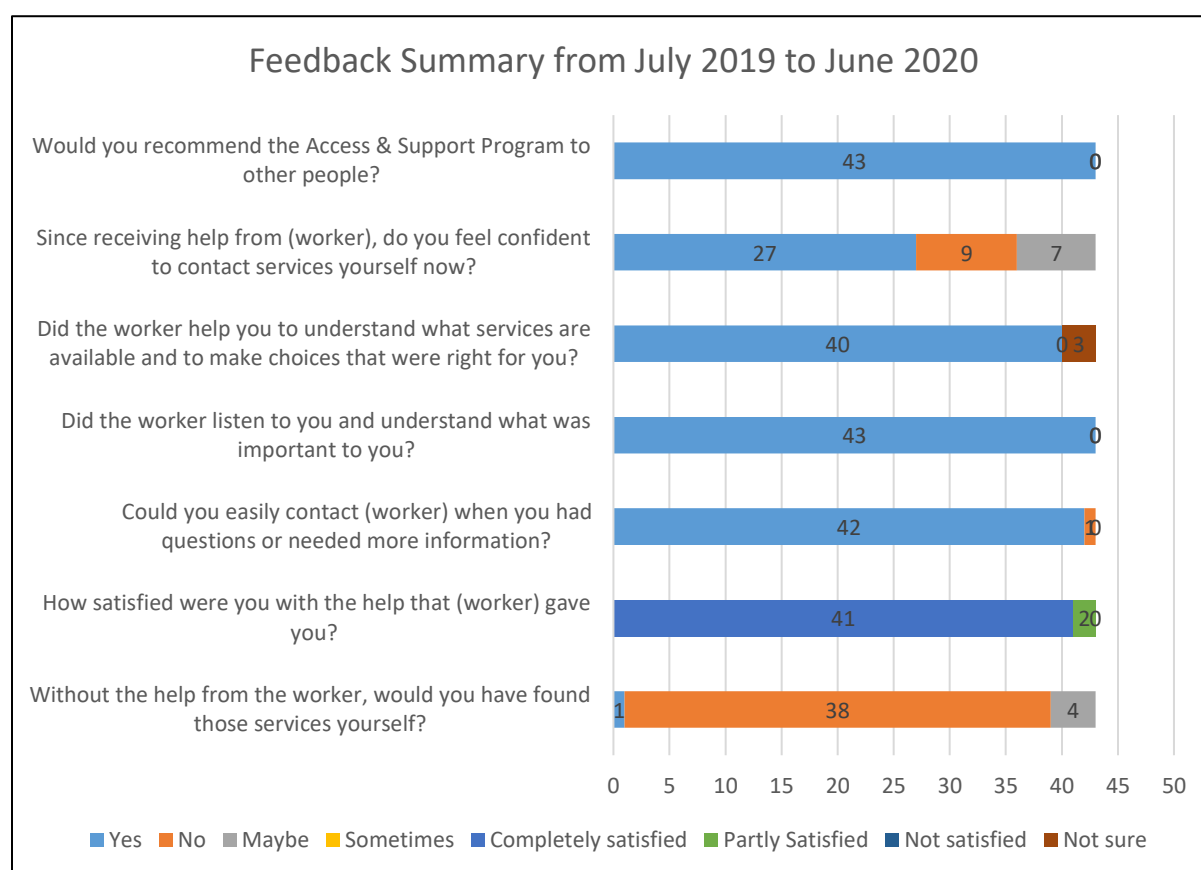
The A&S Program spent 413 hours assisting other service providers through providing information and advice about working with a particular community group or individual to deliver best practice to better meet the needs of people with diverse needs.

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.

3) Client Feedback

The A&S Program collects feedback from clients (and/or their carers) by telephone or emails after they were exited from the program. Telephone interpreters are offered to all clients from non-English speaking backgrounds where necessary. During 2019/2020, 117 clients were exited and 43 clients and/or their carers provided feedback. Some of the reasons for not participating in surveys are due to health and cognitive issues (for example memory loss, dementia, deafness, etc.), moved out of the area, deceased, previously surveyed, or calls not answered.



Some of the comments received from clients included:

- “Without the help from the Access and Support worker, I would have not been able to access services due to language barrier and lack of knowledge about services in Australia.”
- “The worker was very patient and helped us a lot and she was very nice.”
- “Even after receiving the program, I may still need the worker’s help due to language barrier, other services may not understand my problem.”

- “The worker provided a lot of information.”
- “Honestly, everything I asked for, the worker has helped me with. Please continue as your service gives me and others like me hope. It is very helpful, and I hope the worker will be available as long as possible.”
- “You are only a short-term service. I wish you could assist us further.”
- “Should promote the services through WeChat.”
- “I received some assistance when I was ill. After my accident, I was quite immobile, and it impacted on my mental health. Compared to the past, it is much better now.”
- “The worker helped explain about services in Australia which was very helpful. This is because the worker could speak our language.”
- “I am very thankful.”

Community Visitors Scheme

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 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 ongoing visits.

In 2019/2020, 34 Home Care Package recipients, and 14 residents in aged care homes received MIC community volunteer visits under the CVS program. The MIC has 81 volunteers comprising 31 languages including Arabic, Burmese, Cantonese, Dari, Farsi, French, German, Greek, Hakha Chin, Hindi, Hokkien, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Macedonian, Malay, Mandarin, Mizo, Nuer, Russian, Shanghainese, Singhalese, Spanish, Tagalog, Tamil, Urdu, Vietnamese, and Zomi. CVS promotion is facilitated through direct program dissemination to Home Care Package Aged Care providers, government funded Aged Care Homes, health professionals, and CALD community groups, as well as through network meetings, newsletters, and word of mouth.

In early 2020, in response to the emergence of the COVID-19 pandemic, face to face volunteer visits temporarily transitioned to non-physical virtual visits via telephone, Facetime, WeChat, WhatsApp, etc. This has allowed the program to continue during the pandemic and provide support and social connection to program participants

TRAINING AND PARTNERSHIPS

Workshops and Forums

In 2019/2020, MIC staff delivered 6 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 250 staff from local services attended the workshops. MIC staff organised and delivered 2 forums for local service providers – one on Iranian culture and the needs of people from newly arrived backgrounds from Iran and the other on Chin culture and how to work effectively with young people from Chin backgrounds. Fifty staff from local service providers attended the forums.



Participation on Advisory Groups and Networks

The MIC provided information and advice on the needs of our client groups through attending meetings, making presentations and participating on networks. These included: Migrant Settlement Committee, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Yarra Valley Community Advisory Group, Together for Equality and Respect Leadership Group, Eastern Metropolitan Region Alliance, Outer Eastern Refugee Health Network, Cultural Partnerships Reference Group, Yarra Ranges Emergency Relief Network, Pre-school Participation Working Group, Best Start Executive, Whitehorse Youth Issues Network, Maroondah Youth Services Providers Network, Elder Abuse Strategic Advisory Group, Eastern Homelessness Network, Blackburn English Language School Council, Network of Asylum Seeker Agencies Victoria, Maroondah Partners in Community Health and Wellbeing Committee and Roadsafe Eastern Metro.

THE YEAR AHEAD

In 2020/2021 MIC will continue to build its client base and its work with both migrant and refugee community groups, people from diverse backgrounds and local agencies. As the COVID-19 pandemic and government restrictions on face to face meetings and gatherings continue, MIC will continue to adapt our programs and services to best meet the needs of our clients and community members. 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, including specific services for young people aged 12 to 25 years.
- 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 an outreach service at four local secondary schools as well as to students studying at Swinburne TAFE, Croydon Campus.
- Providing migration advice.
- Assisting people from diverse backgrounds to access Commonwealth funded home support programs and people under 65 years of age with disabilities to access appropriate services.
- Assisting people to understand, navigate and connect to the National Disability Insurance Scheme (NDIS).
- Providing counselling 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 aged care.
- Providing information, advice and referrals and administering critical material aid support for asylum seekers, Temporary Protection Visa (TPV) and Safe Haven Enterprise Visa (SHEV) holders across the EMR.
- Providing crisis support and material aid to people from refugee and migrant backgrounds, including temporary visa holders who are in financial hardship due to COVID-19

Services for Migrant and Refugee Communities

- Holding over sixty 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 two bicycle road safety education programs 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 in using public transport.
- Holding support groups for women who are experiencing, have experienced or are at risk of experiencing family violence.
- Working with refugee community leaders, faith leaders and women's group to create safe and accessible pathways into family violence services when required.
- Providing sports activities, leadership programs, young men's and young women's group programs and excursions for newly arrived young people from refugee and family stream migrant backgrounds.
- Delivering four 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 young people and children, including, four weekly homework support programs for secondary and primary school students as well as holiday programs, sports activities, a leadership program and young men's and young women's programs for young people from refugee and migrant backgrounds across the region.
- Working with community leaders of refugee communities to build their capacity to better meet the needs of their members.
- Continuing to support a strong network of volunteers to assist with MIC's programs and fundraising activities.

Services for 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.

DIRECTOR'S REPORT

Your Directors present this report on the Migrant Information Centre (MIC) for the financial year ended 30th June 2020.

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 to April 2020) (Resigned April 2020)

Mr Tony Robinson (Chairperson from April 2020)

Mr Akbar Akbarzadeh (Resigned April 2020)

Ms Rebecca Burdon

Mr Sudharma Hiremath

Mr Kai Leung

Mr Mark Melican

Ms Claire Smith (Resigned April 2020)

Ms Lisa Dean (Appointed April 2020)

Mr Johnathon Mitchell (Appointed April 2020)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activity of the Company during the financial year was to provide services for 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.

How MIC's principal activities during the year assisted in achieving its objectives

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

- Settlement services were provided on over 5700 occasions to over 1300 individuals. People accessing these services were born in 17 different countries. The largest numbers of people contacting the service were from Burma, Iran and China.
- 27 clients were assisted to access information, advice and support to find work or engage in study or training, with 60% of those assisted successfully gaining employment or enrolling in a course.
- 199 clients were assisted with migration advice.
- 238 individuals and families were assisted with housing and tenancy related matters and private rental housing was secured for 41 families.
- Over 80 information sessions were held with newly arrived individuals and families from refugee backgrounds and family stream migrant communities. Topics covered in the presentations included understanding Centrelink payments and the Australian Taxation System, financial literacy and wellbeing, understanding the education system in Australia, parenting in Australia, life in Australia and democracy and voting, amongst others. Client feedback rated sessions above 90% in satisfaction.
- 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 in 2019. From Term 1 2020, three primary school programs and one secondary school program were held online. An average of 48 students attended the programs on a weekly basis. The groups were supported by over 20 volunteers.
- Five weekly playgroups were held during school terms – three for families from multicultural backgrounds with an average of 10 people attending each session and two for Chinese grandparents and their pre-school aged grandchildren, with an average of 18 people attending each session.
- Young people from refugee and family stream migrant backgrounds were supported through participating in a youth leadership program, a young men's and a young women's support program, an employment program, a driving education program to assist young people to gain their learners permit, two school holiday programs, a soccer program, a swimming program and an online photographic competition.
- Assistance was provided to 243 people aged over 65 years to access the Commonwealth Home Support Program and other aged care and support services.
- Assistance was provided to 65 people aged under 65 years who have a disability to access disability services.

- Volunteers were matched with and visited 26 socially isolated older people living in residential care facilities or at home with the support of Commonwealth funded Home Care packages.

One eight-week therapeutic programs, one six-week program and one two-week programs were delivered for women who had experienced, were experiencing or were at risk of experiencing family violence with an average of nine women attending each program.

- One eight-week therapeutic program was delivered for children from refugee backgrounds to identify and discuss their feelings with 9 participants.
- Eighteen women who had experienced, were experiencing or were at risk of experiencing family violence received family violence counselling.
- Ten healthy lifestyles programs were held with an average of 13 participants per session.
- Three driver education programs were held to assist clients from refugee backgrounds to learn the road rules and obtain their driver's licence.
- Eighty-two volunteers assisted MIC clients across these programs.
- Support was provided to migrant and refugee community associations and leaders to build their capacity to better support members of their community.
- Support was provided to asylum seekers and people on Temporary Protection Visas and Safe Haven Enterprise Visas, including assistance to access crisis funds and participate in activities.

Performance Measures

Migrant Information Centre (Eastern Melbourne) 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, resigned 01/04/2020

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

Ms Rebecca Burdon

Appointed: 20/06/2018, reappointed on 01/04/2020

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 Sudharma Hiremath

Appointed: 01/04/2017, reappointed on 01/04/2020

Sudharma 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. Sudharma's strengths include strategy, corporate governance, risk and compliance, and operations. Sudharma'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, Sudharma is the Risk & Compliance Manager at Community Housing Limited and its Subsidiaries and in the past has served as Risk Manager at Victoria Legal Aid, Corporate Services Manager at Launch Housing. Sudharma 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, reappointed on 01/04/2020

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, reappointed on 01/04/2020

Mark is the Principal of Blackburn English Language School which has three 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 an additional language.

Mr Peter McPhee, Chairperson

Appointed: 01/04/2005 and reappointed 01/04/2008, 01/04/2011, 01/04/2014 and 01/04/2017, resigned 01/04/2020

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 2018-2020, Chairperson from 16/04/2020

Appointed: 01/04/2016, reappointed 01/04/2017, reappointed on 01/04/2020

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, resigned 01/04/2020

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.

Ms Lisa Dean

Appointed 01/04/2020

Lisa has worked extensively in housing and homelessness and the community care sectors. With a training and quality improvement background, Lisa currently works with community aged care

providers, to ensure that people can access services that are inclusive and support their individual preferences, beliefs, values and needs.

Mr Johnathon Mitchell

Appointed 01/04/2020

Johnathon is a Youth Services Manager at AMES Australia.

Company Secretary

Mr Tony Robinson was appointed Company Secretary on 18th April 2018. Tony was appointed Chair on 16th April 2020 and Lisa Dean was appointed Company Secretary on 16th April 2020.

Meetings of Directors


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

Director	Number eligible to attend	Number attended
Mr Akbar Akbarzadeh	8	5
Ms Rebecca Burdon	11	9
Mr Sudharma Hiremath	11	10
Mr Kai Leung	11	11
Mr Mark Melican	11	10
Mr Peter McPhee	8	8
Mr Tony Robinson	11	10
Ms Claire Smith	8	4
Ms Lisa Dean	3	3
Mr Johnathon Mitchell	3	1

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 2020 the number of members was 15. The total members' guarantee amounted to \$150 (2019: \$130).

Signed in accordance with a resolution of the Board of Directors.

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a horizontal line.

Mr Anthony Robinson, Chair

Dated this 26th October 2020

FINANCIAL REPORT

Statement of Comprehensive Income for the Year Ended 30 June 2020

	2020	2019
	\$	\$
REVENUE FROM ORDINARY ACTIVITIES		
Department of Home Affairs	1,611,889	1,701,513
DIBP - IAAAS	-	968
Department of Health	170,701	153,315
Department of Health and Human Services	234,604	241,138
City of Boroondara	6,666	-
City of Knox	8,989	8,840
City of Monash	9,312	9,553
City of Manningham	1,809	4,075
Maroondah City Council	2,500	5,000
Donations and Fundraising	4,569	6,133
Department of Premier and Cabinet	426,882	406,816
Vic Roads	6,186	35,188
Yarra Ranges Council	14,482	13,361
Interest	9,320	11,151
Government Initiatives	50,000	-
Other Income	(43,641)	107,495
TOTAL REVENUE	2,514,268	2,704,546

**Statement of Comprehensive Income
for the Year Ended 30 June 2020**

EXPENSES	2020	2019
	\$	\$
Employee Benefits Expenses		
Professional Development	6,617	6,784
Staff Recruitment	265	-
Superannuation	188,988	181,285
Wages & Salaries	1,750,751	1,779,067
Holiday Pay	154,967	151,991
Work Cover	10,663	24,703
Long Service Leave	32,386	63,905
Total Employee Benefits Expenses	2,144,637	2,207,735
 Depreciation Expenses	 14,880	 13,589
 Other Expenses from Ordinary Activities		
Audit	5,500	4,338
Board Expenses	1,855	1,206
Bank Charges	146	775
Computer System (excl capital expenses)	19,442	9,768
Dues & Subscriptions	5,074	2,389
Office Equipment	2,984	12,976
Insurances	1,236	6,951
Motor Vehicle Expenses	21,834	24,430
Photocopier	3,777	4,821
Postage	1,631	1,889
Rent & Utilities – Office	73,222	67,810
Stationery	4,286	13,726

Telephone	16,631	20,130
Service Delivery - Interpreting & Translating	80,341	45,165
Service Delivery - Meeting Expenses	205	428
Service Delivery - Direct Client Support	35,745	24,398
Service Delivery - Printing	2,410	4,374
Service Delivery - Volunteer Expenses	1,689	2,175
Venue Hire	23,084	25,835
Facilitators/Speakers Payment	20,566	12,450
Catering/Refreshments	14,302	26,995
Transport Subsidies/Expenses	921	2,790
Other Expenses	65,630	96,569
Total Other Expenses	402,511	412,389
TOTAL EXPENSES	2,562,028	2,633,712
Current Year Surplus/(Deficit)	(47,760)	70,834
Other Comprehensive Income	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(47,760)	70,834

The accompanying notes form part of these financial statements.

**Statement of Financial Position
for the Year Ended 30 June 2020**

ASSETS	2020	2019
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	1,132,279	668,580
Settlement Support Fund 6511	280	7,730
Business Maximiser Acc 4893	10,934	758,830
Term Deposit NAB 13-613-4593	200,000	-
Petty Cash	659	45
Total Cash on Hand	1,344,152	1,435,185
Prepayments	-	19,519
Receivables	331	6,416
Investments		
Term Deposit NAB 57-014-1323	100,000	100,000
Term Deposit NAB 13-613-4593	-	200,000
Term Deposit NAB 82-632-8838	20,000	20,000
Total Investments	120,000	320,000
Total Current Assets	1,464,483	1,781,120
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	12,598	62,142
Less Accumulated Depreciation	(12,598)	(62,142)

Total Computer Equipment	-	-
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(21,377)	(20,512)
Total Furniture and Fixtures	2,882	3,747
Fax & Photocopier Equipment		
Fax & Photocopier Equipment at Cost	9,000	9,000
Less Accumulated Depreciation	(9,000)	(6,750)
Total Fax & Photocopier	-	2,250
Motor Vehicle		
Motor Vehicle at Cost	62,788	62,788
Less Accumulated Depreciation	(43,613)	(36,346)
Total Motor Vehicle	19,175	26,442
Total Fixed Assets	22,057	32,439
TOTAL ASSETS	1,486,540	1,813,560

**Statement of Financial Position
for the Year Ended 30 June 2020**

LIABILITIES	2020	2019
	\$	\$
Current Liabilities		
Trade Creditors	13,720	16,379
Grants in Advance	535,524	768,744
FBT Salary Sacrifice	5,885	2474
GST Liabilities	(19,825)	18,000
Payment in arrears	18,190	911
Holiday Pay Accrual	142,253	120,385
Superannuation	44,106	50,346
Long Service Leave	299,266	353,688
PAYG Withholding	43,592	19,746
Provision – Auditor	5,509	6,700
Provision – Recruitment	1,586	1,586
Total Current Liabilities	1,089,806	1,357,260
Non-Current Liabilities		
Long Service Leave	31,371	43,177
Total Non-Current Liabilities	31,371	43,177
TOTAL LIABILITIES	1,121,177	1,400,437
NET ASSETS	365,363	413,123

EQUITY

Retained Earnings	413,123	342,289
Current Year Surplus/Deficit	(47,760)	70,834
TOTAL EQUITY	365,363	413,123

**Statement of Changes in Equity
for the Year Ended 30 June 2020**

	\$ Retained Earnings	\$ Total
Balance 1 July 2018	342,289	342,289
Surplus for the year	70,834	70,834
Balance 30 June 2019	413,123	413,123
Surplus for the year	(47,760)	(47,760)
Balance 30 June 2020	365,363	365,363

Statement of Cash flow for the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		2,316,885	2,583,792
Miscellaneous Income		(39,072)	107,495
Interest Received		9,320	11,151
Payments to Suppliers and Employees		(2,573,668)	(2,666,216)
Net cash (used in)/generated from operating activities	5	(286,535)	212,754
Cash Flows from Investing Activities			
Proceeds from Disposal of Financial Assets		200,000	-
Payments for Property, Plant and Equipment		(4,498)	
Net cash (used in)/generated from investing activities		195,502	-
Net increase / (decrease) in cash held		(91,033)	212,754
Cash at beginning of period		1,435,185	1,222,431
Cash at end of Financial Year		1,344,152	1,435,185

Notes to the Financial Statements for the year ended 30 June 2020

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 the 19th of November 2020. The directors have the power to amend and reissue the financial statements.

Note 1: 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 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures'.

These financial statements do not comply with all the recognition and measurement requirements in the Australian Accounting Standards which is permissible for entities that prepare special purpose financial statements.

The material accounting policies adopted in the special purpose financial statements are set out in Note 2 and indicate how the recognition and measurement requirements in the Australian Accounting Standards have or have not been complied with.

Note 2. Significant accounting policies

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.

This does not comply with AASB 15 *Revenue from Contracts with Customers*, which links the recognition of income to the satisfaction of enforceable performance obligations.

Donations and bequests are recognised as revenue when a right to the income has been established.

Interest revenue is recognised when received.

All other income is recognised when the entity is entitled to the income.

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.

This policy complies with the measurement and recognition requirements of AASB 116 Property, Plant and Equipment.

c) Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use.

Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

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

Class of Fixed Asset	Depreciation Rate
Computer Equipment	20 - 33.3%
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.

This policy complies with the measurement and recognition requirements of AASB 116 *Property, Plant and Equipment*.

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.

This policy does not comply with the measurement and recognition requirements of AASB 119 *Employee Benefits* as the provision does not take into consideration matters such as the projected attrition rate and the discounting of future cash flows.

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.

This policy complies with the measurement and recognition requirements of AASB 107 *Statement of Cash Flows*.

g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

This is consistent with UIG Interpretation 1031 *Accounting for the Goods and Services Tax (GST)*.

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.

This policy complies with the measurement and recognition requirements of AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

j) 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.

This policy complies with AASB 9 *Financial Instruments* as it recognises payables according to amortised cost.

k) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses upon invoice over the life of the lease term.

This does not comply with AASB 16 *Leases*, which requires the right-to-use assets and lease liabilities connected with most leases to be recognised on the Statement of Financial Position.

l) New Accounting Standards and Interpretations

The AASB has issued new and amending Account Standards and Interpretations that have mandatory application dates for future reporting periods. The Company has decided not to early adopt these Standards.

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 has been given to employee wage increases.

Note 3: Remuneration of Auditors

During the financial year the following fees were paid or payable for services provided by RDL Accountants, the auditor of the company:

	2020	2019
	\$	\$
Audit of the financial statements	4,850	4,800
	4,850	4,800

Note 4: 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 5: COVID-19

The COVID-19 pandemic has resulted in substantial changes to Migrant Information Centre (Eastern Melbourne) Limited both at a financial and operation level. At this stage, it is impossible to accurately estimate the financial effect that the COVID-19 virus and associated Government measures will have on the company.

The directors of the company consider that the company has sufficient financial resources to enable it to continue to operate for the next 12 months and as a result, these financial statements have been prepared on a going concern basis.

Note 6: Cash Flow Information

Reconciliation of cash flows from operations with operating surplus:

	2020	2019
	\$	\$
Operating Surplus	(47,760)	70,834
Non-cash flows in operating surplus:		
– Depreciation	14,880	13,589
– Provision for Salary in Arrears	17,279	-
– Increase/(Decrease) in Auditor Provision	509	(1,700)
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	6,085	(2,108)
– Decrease/(Increase) in Payment in Advance	19,520	(19,520)
– Increase /(Decrease) in Trade Creditors	(2,659)	(30,757)
– Increase/(Decrease) in Grant in Advance	(233,220)	176,532
– Increase/(Decrease) in Payroll Liabilities	(23,344)	68,312
– Increase/(Decrease) in GST	(37,825)	(62,428)
– Cash flows (used in)/provided by operating activities	(286,535)	212,754

Note 7: 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

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

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 2020 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.

Act 2001.

On behalf of the directors



Mr Tony Robinson
Chairperson



Ms Lisa Dean
Secretary

19th November 2020



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 2020, the statement of profit or loss and 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 Charities 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 2020 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 Charities 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 Charities 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 Charities 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 Charities 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 2 to the financial report is appropriate to meet the requirements of the *Australian Charities 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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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 2020 there have been:

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

A handwritten signature in black ink, appearing to read 'Matthew Hung', with a stylized flourish at the end.

Matthew Hung, CA
rdl.accountants

28 October 2020
Blackburn, Victoria