



Migrant Information Centre (Eastern Melbourne)

ANNUAL REPORT 2020-2021



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Migrant Information Centre (Eastern Melbourne) Annual Report 2020-2021

November 2021

Design and Publication by the Migrant Information Centre (Eastern Melbourne) © Melbourne Australia

ISBN 1 876735 89 9

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CHAIRPERSON'S REPORT

The Migrant Information Centre (Eastern Melbourne) (MIC) has endured another challenging year through to 30 June 2021 but has emerged stronger and better equipped to resume normal services when covid-restrictions are lifted.

Great credit is due to the tireless work of the MIC team led brilliantly by Jessica Bishop. With little certainty through much of the year about what the next few weeks would bring in terms of restricted operating conditions Jess managed to keep the service ticking over, delivering services to clients in new forms, and managing the team who worked remotely for much of the year. Our tremendous volunteers have not been able to play as big a role as in the past but we look forward to re-engaging with them in 2022.

Our principle achievements in 2020/2021 include:

- 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.
- Children's and youth services including playgroups, homework support programs, holiday programs and a range of youth activities.
- Family Support Services including one to one counselling for women, programs on family wellbeing during crisis and gender equality education for people from refugee backgrounds.
- Support for migrant and refugee community associations and leaders to build their capacity to better support members of their community.
- Support for asylum seekers and people on Temporary Protection Visas and Safe Haven Enterprise Visas, including assistance to access crisis funds and participate in activities.
- Support for older people and people with a disability to access appropriate services.
- Connecting older people who are socially isolated at home or in residential aged care facilities with volunteer visitors, including 'remote' visitors.
- Distributing emergency relief to individuals and families experiencing financial hardship due to COVID-19.
- Providing training workshops and forums for external agencies across the EMR.

In August 2009 Hannah Kinross, a valued MIC staff member was tragically killed in a plane crash whilst preparing to walk the Kokoda Trail in Papua New Guinea. In Hannah's memory MIC and her family established the 'Hannah Kinross Fund' used to assist young people from refugee and migrant backgrounds to participate in organised sport and other healthy activities, and the 'Hannah Kinross Award', a peer voted award for the MIC staff member whose work over the year was thought to best meet the mission and vision of the MIC.

In 2020/2021, the Hannah Kinross Fund assisted 12 young people. Due to COVID-19 restrictions and lockdowns this year, many young people did not have the opportunity to participate in organised sport. Nevertheless, the MIC Youth and Settlement Team staff assisted young people and their families to access the fund to acquire sports equipment such as soccer balls and badminton sets that they could use at home during COVID-19 lockdowns. This enabled them to continue to participate in healthy activities and be physically active while at home. Many of the

young people who were provided with support had no access to sports equipment and little means by which to purchase it without the support of the MIC.

In 2020/2201, the Hannah Kinross Award was awarded to Sawm Suante, who works across both the Settlement Engagement and Transition Service (SETS) team and the Strategic Partnerships Program team.

Thirteen 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. At the same time the Board recognises that the world in which we operate in will be fundamentally changed by COVID-19 and government funding will likely come under pressure in the future. For this reason, the Board has been considering how funding of the organisation can be made more sustainable and this work will continue into the future.

I thank my fellow Directors for their enthusiastic contribution to the Board through a challenging year for the organisation and look forward to working with them again in 2021/2022. We all look forward to a resumption of normal office working arrangements.



A handwritten signature in blue ink, appearing to read 'Tony Robinson', with a long horizontal line extending to the right.

Tony Robinson
November 2021

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 Metropolitan 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 resource each other more effectively.

Our Staff

In 2020/2021 MIC employed 40 staff. Between them they speak 29 languages. The role of each staff member is detailed below.

1. Jessica Bishop – CEO
2. Judy McDougall – Senior Project Officer
3. Aseel Al-Hakeem – Project Worker
4. Jacquie Arulanandam – Settlement Worker
5. San San Aye – Playgroup Facilitator
6. Tara Barmby – Settlement Worker/Youth Settlement Worker
7. Wesley Bawia – Settlement Worker/Strategic Partnerships Program Worker
8. Sally Brooks – Strategic Engagement Coordinator
9. Lorraine Busuttil – Homework Support Program Facilitator
10. Pui Yee (Winyion) Chan - Finance Officer
11. Zhaohua Chang – Playgroup Facilitator
12. Virginie Charoux Mindiel – Administration Officer
13. Mervat Dahdoule – Volunteer Coordinator/Community Visitors Scheme Worker
14. Mursha Dalyon – Project Worker
15. Rebecca Dunsdon – Settlement Worker/Project Worker
16. Karen He – National Community Connections Program Worker
17. Tial Hnem – Settlement Worker/Project Worker
18. Amber Huang – Settlement Worker/Project Worker
19. Geraldine Jeremiah – Access and Support Program Worker
20. Iva Jurkovic – Family Violence Counsellor
21. Deedar Khudaidad – Access and Support Program Worker
22. Lal Tha Kim – Project Worker
23. Daniel Lian – Settlement Worker/Housing Worker
24. Safieh Loulagar – Settlement Worker/Migration Agent
25. Esera Maung – Settlement Worker
26. Althea Luna – National Community Connections Program Worker
27. Sophie McKenzie – Settlement Worker/Project Worker
28. Khuang Mang – Strategic Partnerships Program Worker
29. Juliet Noonan – Settlement Worker/Project Worker
30. Saturnino Onyala – Settlement Worker



31. Mehul Patel – Settlement Worker/Driving Program Coordinator
32. Sawm Suante – Settlement Worker
33. Linda Tan – Access and Support Program Worker
34. Robyn Tan – Homework Support Program Facilitator/Settlement Worker
35. Thang En Heng – Project Worker
36. Randika Wijekoon – Youth Settlement Worker/Settlement Worker/Project Worker
37. Elisa Yeung – Settlement Worker
38. Houra Zare Lavassani – Settlement Worker/Strategic Partnerships Program Worker
39. Wanling Zhang – Access and Support Program Worker/Migration Agent
40. Za Hlei Ceu – Project Worker

Our Volunteers

In 2020/2021, the MIC had 39 volunteers who worked 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.

During the COVID-19 pandemic, scope and the delivery method of MIC volunteering roles temporarily transitioned from on-site face-to-face volunteering to virtual volunteering. We thank our volunteers for their adaptability and willingness to carry out volunteering during the pandemic. We acknowledge the huge role volunteers play in assisting us to deliver our programs and services and extend our thanks to each individual volunteer for their time and their work.

Student Placements

In 2020/2021 MIC supported 5 students to undertake a student placement with MIC. Students were studying Bachelor of Community Services and Diploma of Community Services courses. Due to COVID-19 lockdowns and remote work, MIC supported a significantly lower number of students than usual in 2020/2021. We look forward to welcoming students back to MIC in 2021/2022.

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 permanent residency family stream migrant visas from countries where English is not the first language for the first five years of their settlement in Australia.

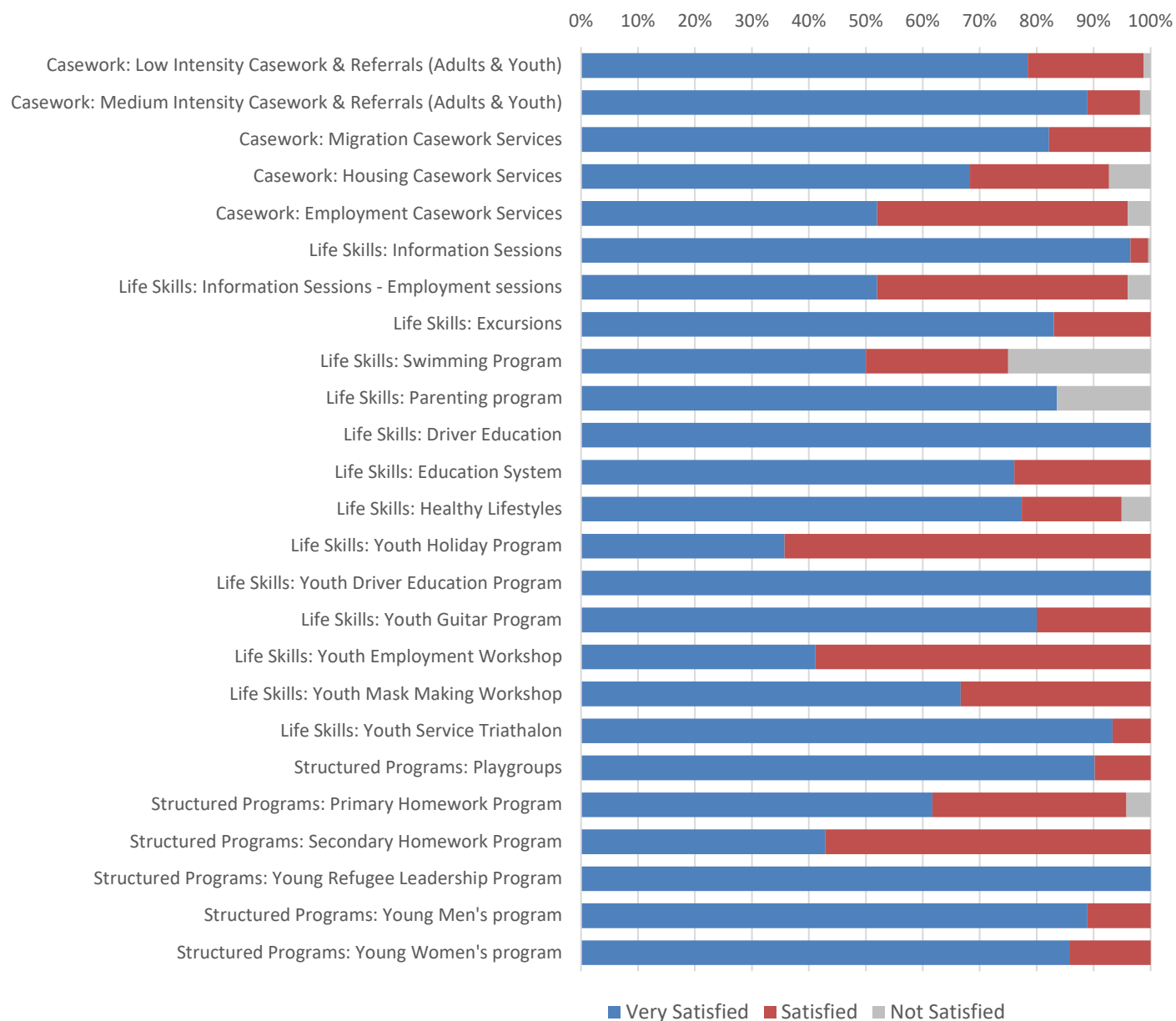
We work with individuals and groups from migrant and refugee backgrounds to identify and address their needs - we provide information on the range of options available to them, support them to access services and resources that meet their needs and assist them to build new skills to navigate the new 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.



Satisfaction with SETS Services and Group Programs

MIC conducted evaluations across all programs and services delivered in the financial year 2020/2021. The satisfaction rate across all programs was collated, indicating an average satisfaction of 98% with 1,714 people providing feedback. Children were not asked to complete feedback forms for children's holiday programs, however, verbal, and anecdotal feedback from children who attended was overwhelmingly positive.

Satisfaction Rating for MIC SETS Services and Group Programs



Casework & Referrals

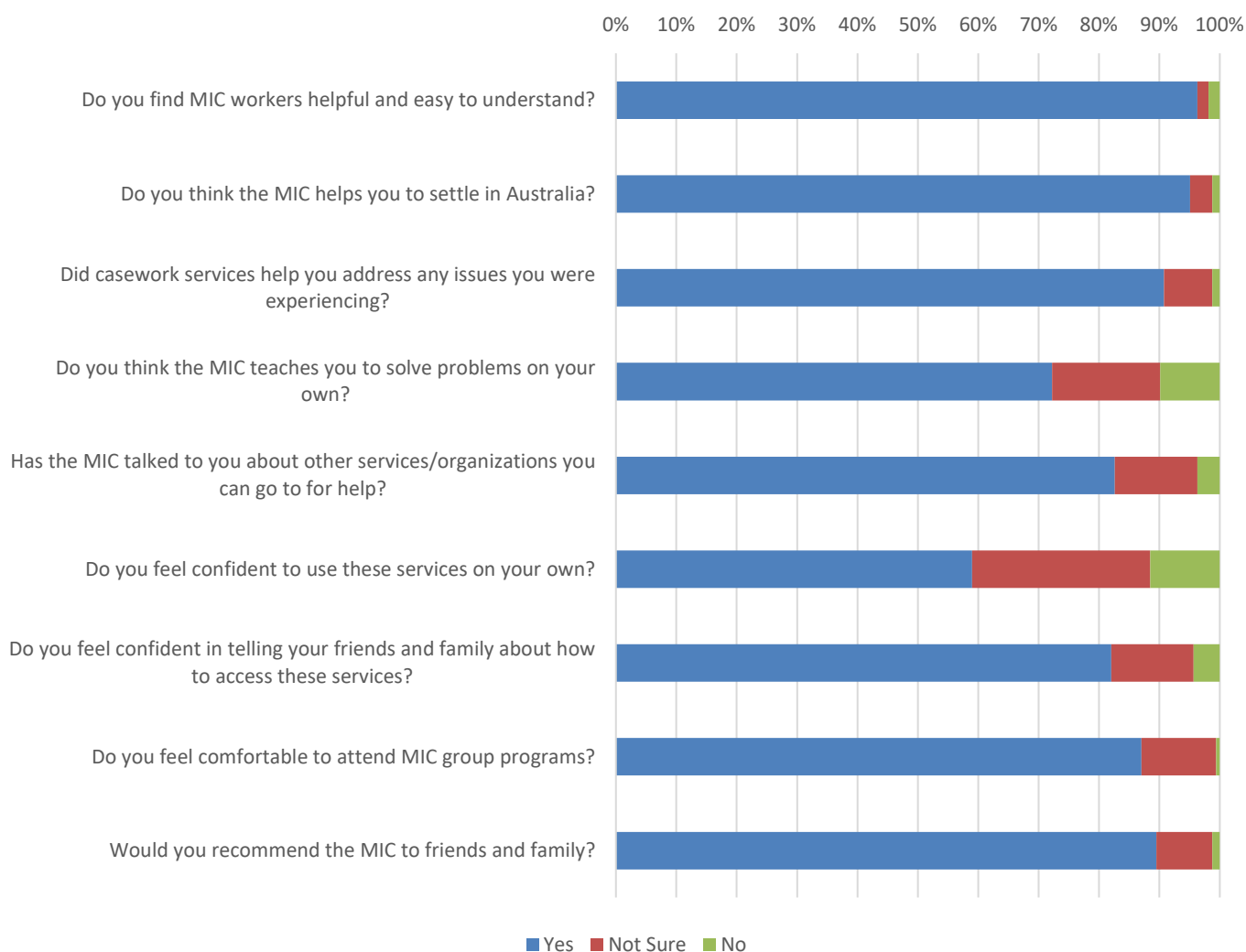
A total of 1,269 clients received SETS casework support across 4,571 sessions; 1,238 were low intensity clients and 84 medium intensity clients. A total of 4,130 referrals were made: 3,464 external and 666 internal referrals with 81% of casework sessions (3,696) making a referral. The most common reason for seeking assistance was civic participation, youth support, migration advice, financial issues, material assistance, education/training assistance, housing support, employment assistance and general settlement assistance.

Client supported:	1,269
Casework sessions:	4,571
Referrals made:	4,130

Low Intensity Casework

Clients requiring low intensity casework support generally presented with the knowledge and skills required to settle into their new community with minimal assistance. MIC assisted a total of 1,238 low intensity clients across 3,469 casework sessions. 96% of clients indicated this casework support helped them settle in Australia and 96% also stated workers were easy to understand. A total of 91% of clients stated the casework support addressed the issues they were experiencing with 72% indicating the support taught them how to solve problems on their own.

Low Intensity Casework

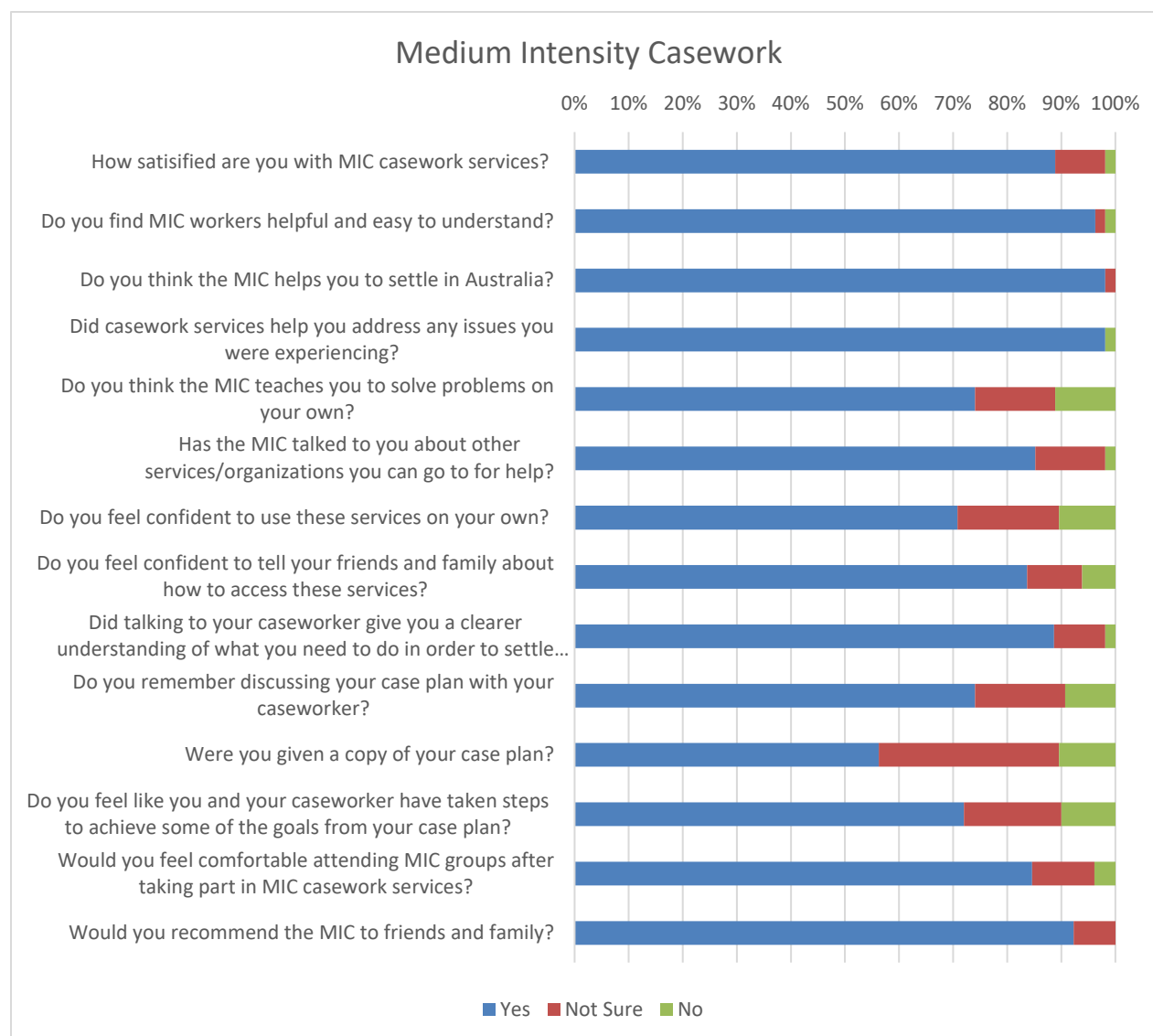


Medium Intensity Casework

Clients requiring medium-intensity casework support present with a range of factors impacting on their settlement in Australia. Their needs are greater and more complex requiring increased assistance and multiple sessions to be resolved. Caseworkers supporting medium intensity needs clients provide information, advice, and referrals, as well as advocacy, support and outreach as required, until the client is better able to navigate the Australian service system on their own. MIC assisted a total of 84 medium intensity clients across 1,102 casework sessions.

Case plans are created for all medium intensity casework and are developed by the caseworker in partnership with the client. The case plans are developed using the goals that the client has identified that they want to work towards, creating greater independence and understanding on how to identify and take steps towards their goals. MIC created 106 case plans for medium intensity clients. Case plans numbers can be greater than the number of clients due to the same client re-presenting with a new set of complex issues after the initial case plan had been finalised.

96% of clients indicated the casework support provided by the MIC helped them settle in Australia and 96% stated workers were easy to understand. A total of 91% of clients stated the casework support addressed the issues they were experiencing with 72% indicating the support taught them how to solve problems on their own.



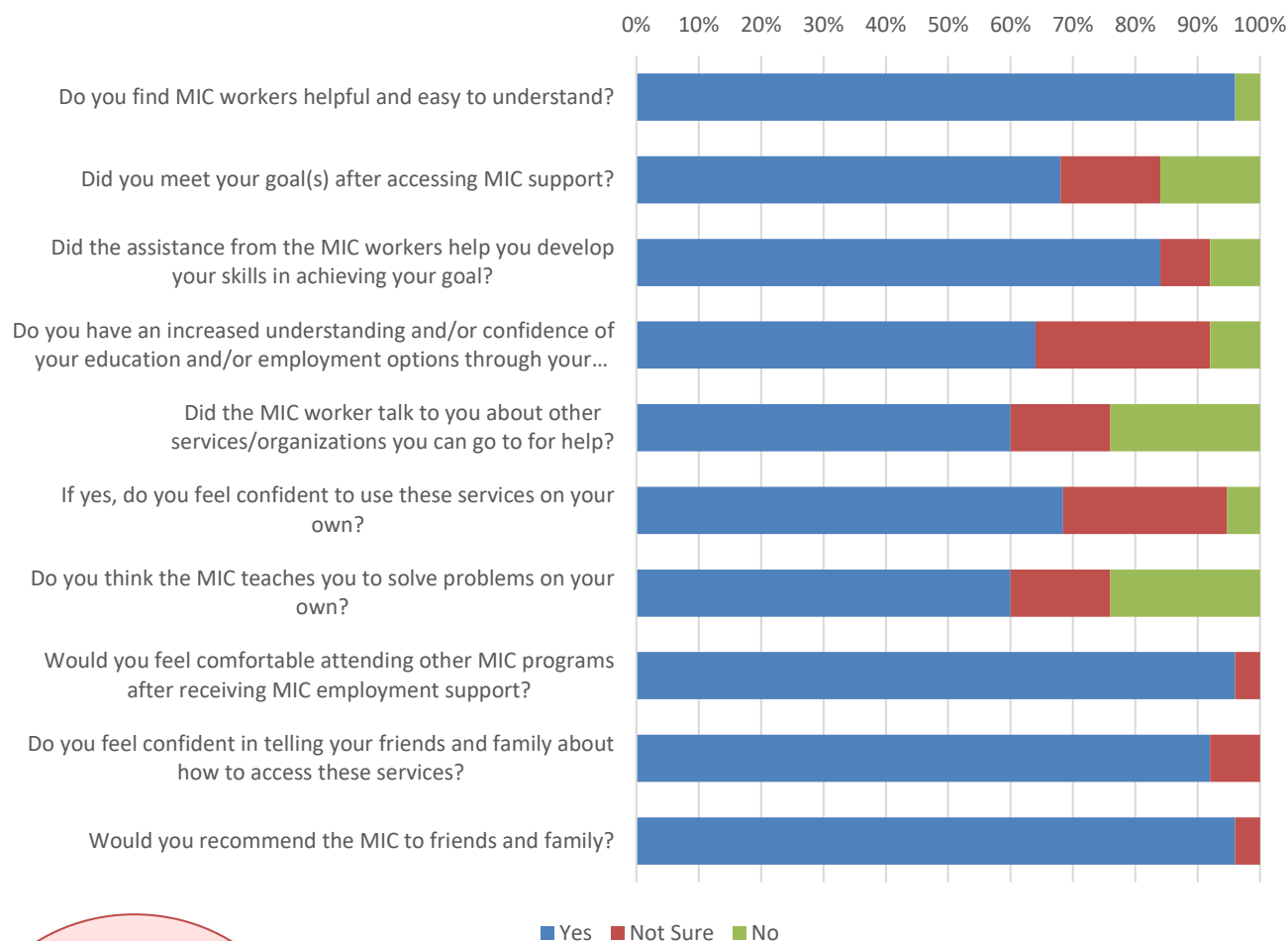
Employment Casework Services

A total of 216 clients accessed employment casework support – 176 were adults and 40 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.

"MIC helped me improve my English and social skills."

96% of clients assisted indicated they found MIC's employment support helpful and workers easy to understand with 84% stating the assistance helped them develop their skills to achieve their goals. 68% of clients stated they met their goal after accessing MIC support with 60% indicating that they learnt how to solve problems on their own.

Employment Casework Services



"I learnt good ways of communication and how to communicate with people affectively."

Migration Casework Services

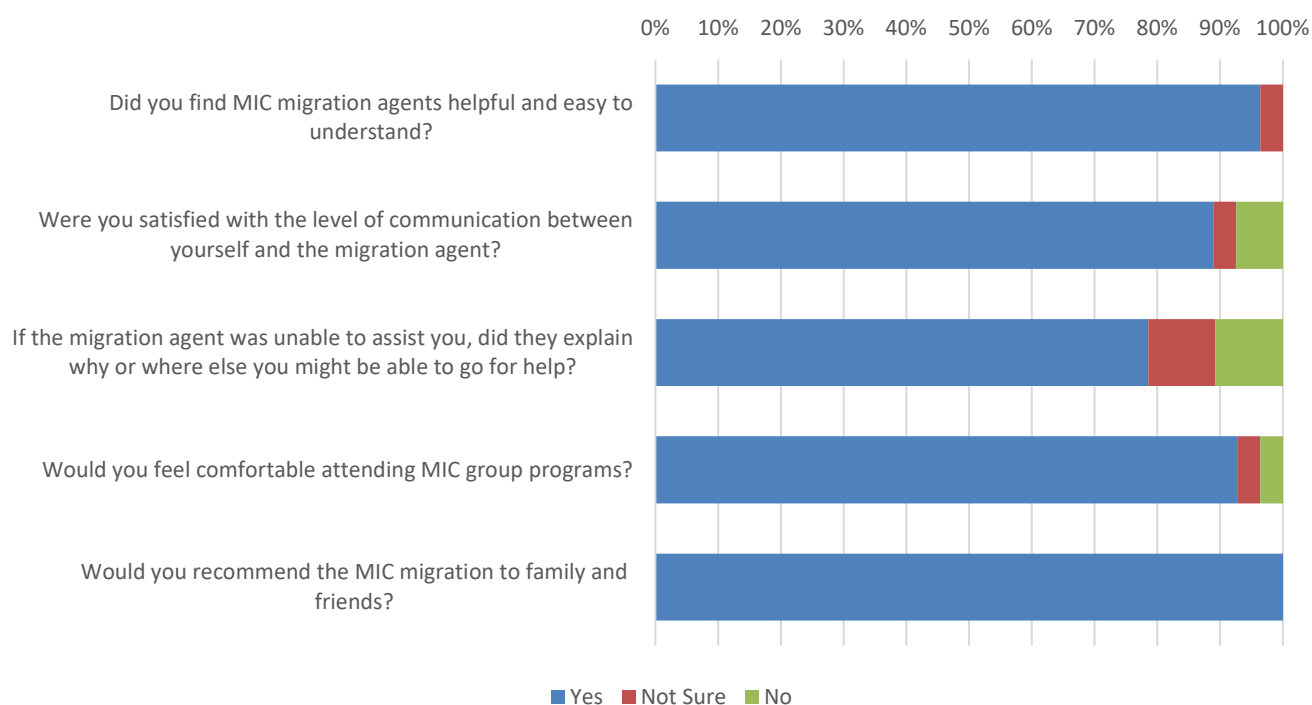
MIC has two qualified migration agents who give advice, provide detailed information, and help clients to understand immigration processes in assisting family members overseas to migrate to Australia. A total of 59 clients were assisted with migration support across 84 sessions.

"MIC assisted me to help my partner to settle Australia."

A total of 82% of clients indicated being satisfied with the service with 96% finding MIC migration agents helpful and easy to understand. 89% of clients expressed being satisfied with the level of communication between themselves and the migration agents with 79% indicating that whenever the agent was unable to assist them, it was explained to them why and where else they might be able to go for help.

"Thank you so much to MIC migration support service."

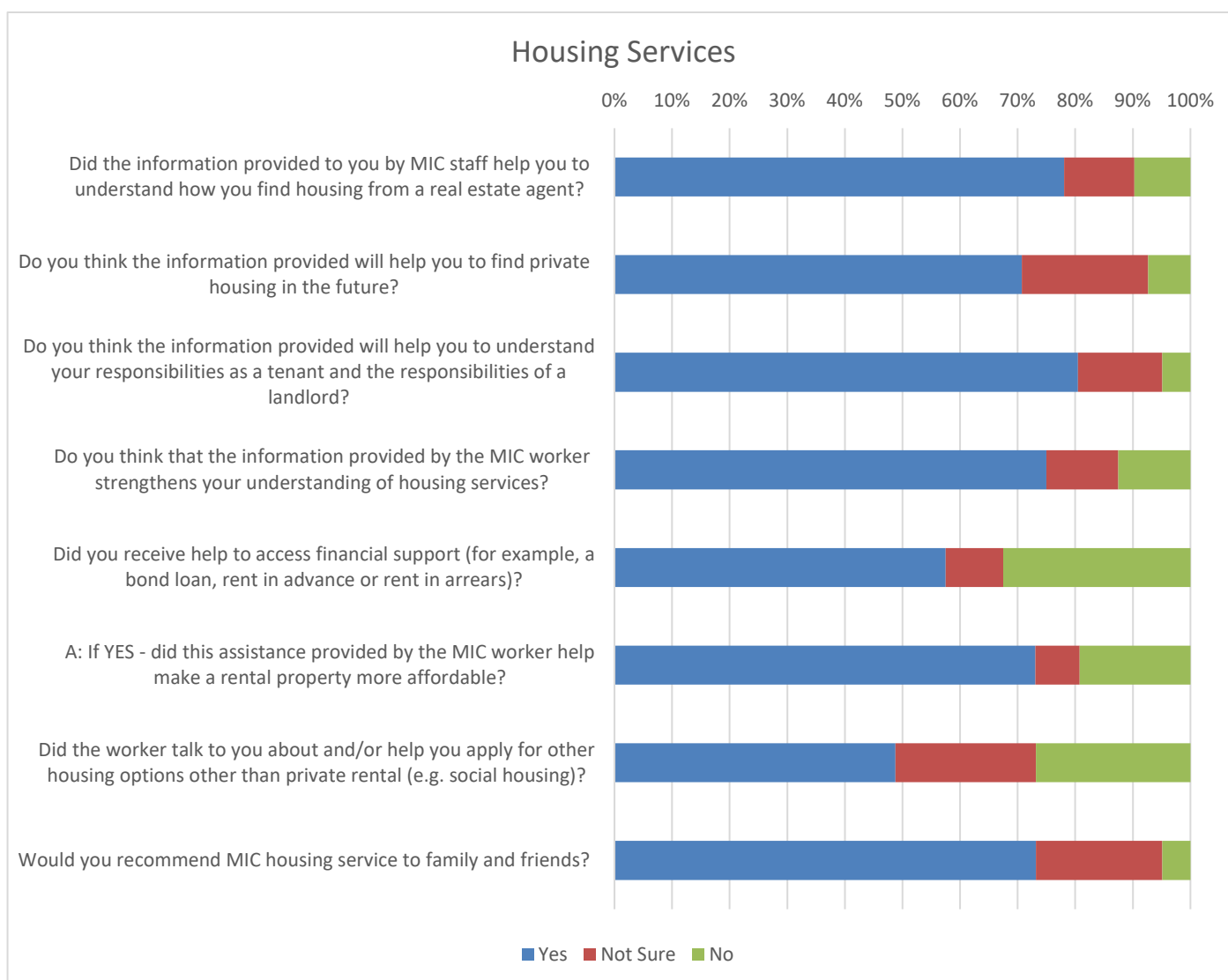
Migration Services



Housing Casework Services

The MIC Housing Program 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, as well as the private rental system in Australia. The program builds relationships with local real estate agents and strengthens their capacity to support SETS clients by helping them understand the plight of people from newly arrived refugee and migrant backgrounds who do not have a rental history in Australia and who might lack English language proficiency.

A total of 172 clients were assisted with housing related issues over 657 sessions. During this time MIC housing services was able to secure private rental for 26 families after submitting 87 private rental applications, a 30% success rate. The program was significantly impacted in 2020/2021 by the COVID-19 pandemic and prolonged lockdown in Melbourne between July and November 2020, when rental inspections and evictions were not allowed and families who might have sought alternative housing stayed in their current accommodation.

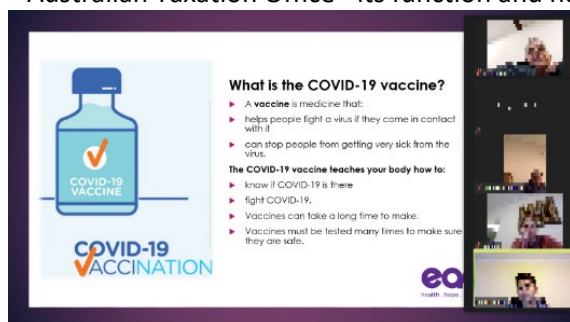


Group Programs

Information Sessions

MIC conducted a total of 69 information sessions from July 2020 to June 2021. Information sessions were delivered to a total of 1,204 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo, Arabic and mixed language-group communities. Information sessions aim to build greater understanding and increased capacity to respond to various settlement issues, services available and how to access them. Some session topics covered include accessing aged care services, how to resuscitate a mate, understanding the Australian Taxation Office - its function and how to access their service, understanding the

"This kind of meeting is very good. I hope MIC can arrange more in the future to help us to have more understanding and settle our life in Australia."

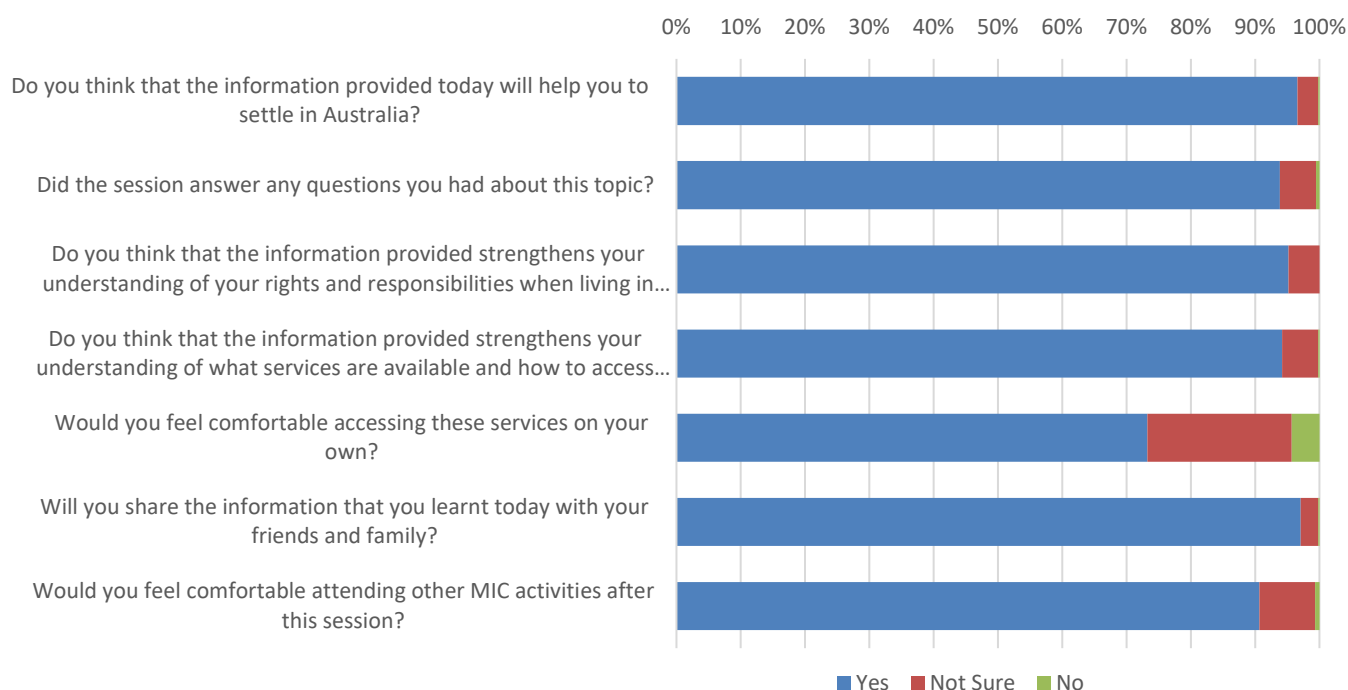


housing private rental market, accessing Centrelink COVID-19 payments, 000 services, racism and your rights and financial literacy. Sessions were held in partnership with multiple local community services and government agencies including the Australian Tax Office, Centrelink, Life Saving Victoria, Maroondah City Council, Human Rights and Equal Opportunity Commission, Emergency Services Telecommunications Authority, Victoria Legal Aid, Berry Street, Eastern Access Community Health and the Department of Health.

"I have learned a lot because this is what we need. Thank you."

The COVID-19 restrictions and continuous lockdowns in Victoria in 2020/2021 saw 84% of information sessions conducted online reaching 1,072 participants. A total of 96% of clients felt the information provided helped them to settle with 95% indicating the sessions strengthened their understanding of their rights and responsibilities when living in Australia. 93% stated they had an increased understanding of the services available and how to access them with 95% indicating they would share the information with their family and friends.

Information Sessions



Employment Sessions

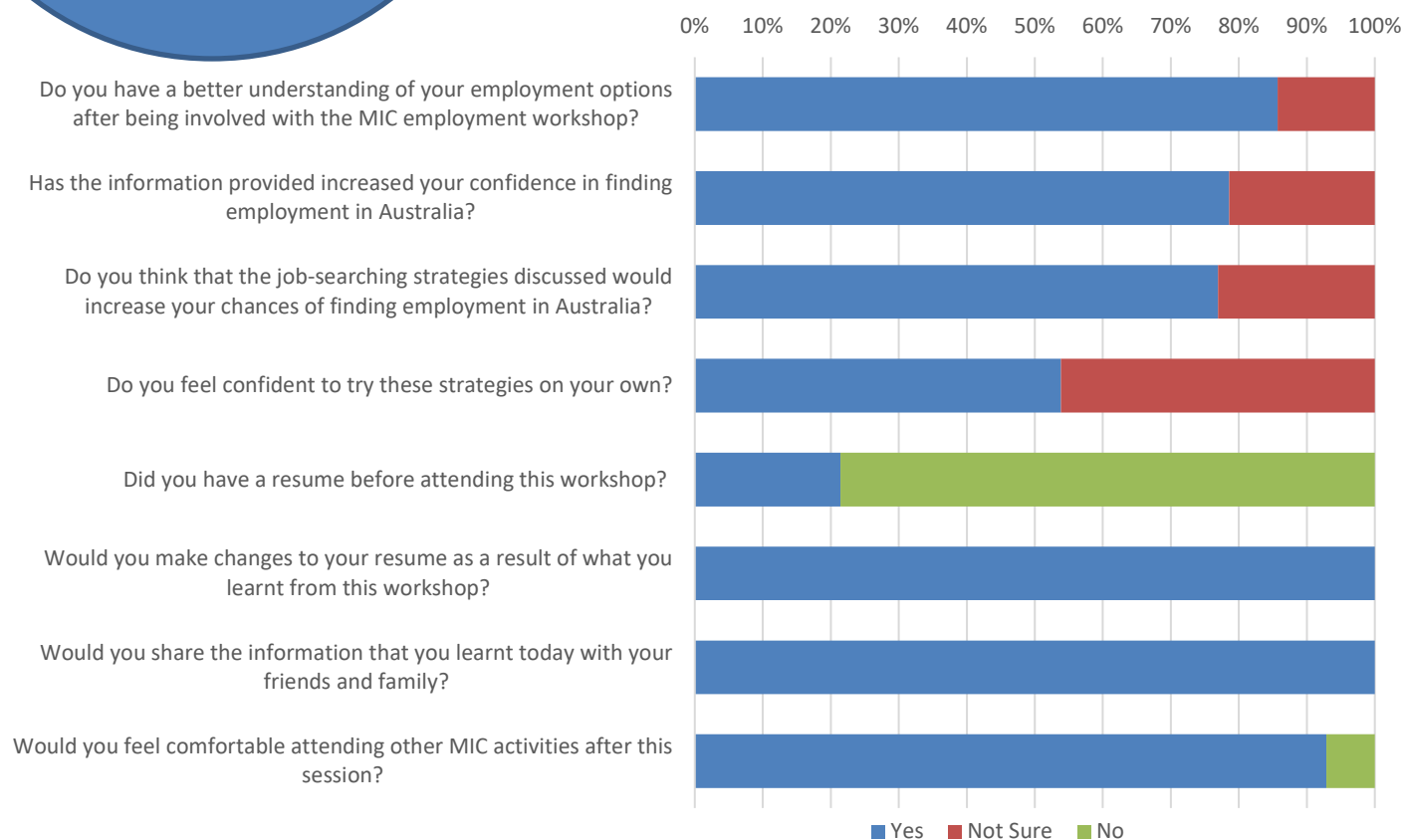
12% of information sessions had a specific employment capacity building focus, in which 95 participants took part. Sessions were conducted with English as an Additional Language (EAL) students who attend Swinburne TAFE AMEP programs, Hakha Chin and Iranian communities to help them understand what employability is, how to increase their chances of being hired, key communication skills, creating an effective resume, job search methods and how to keep yourself motivated.



"I am one of the teachers at Swinburne ... these sessions were insightful and informative. Feedback from the students was very positive and they are looking forward to MIC returning and talking more about how to apply for jobs in Australia."

A total of 86% of clients indicated that they have a better understanding of their employment options after the sessions with 79% stating they felt more confident about finding employment in Australia. While only 21% indicated having a resume before the session, 100% of participants gained more information to create and change their resumes to seek employment.

Employment Sessions



Excursions

MIC conducted a total of 4 excursions with the Chinese, Hakha Chin, Iranian and Karen communities with 64 participants attending.

Excursion activities aim to build social connections, teach people about places in the community they can engage with and how to access these places on their own using public transport. Excursion activities included visiting a local community garden, visiting Melbourne city and a trip to the Dandenong Ranges.

"I enjoyed having a conversation with English speaking people and also making new friendships with Iranian families."



"It was fun and very interesting"

The Melbourne city excursions saw the Iranian and Hakha Chin communities learn how to travel into the city by public transport and discover local activities such as Queen Victoria Market, the National Gallery of Victoria, local restaurants. The Hakha Chin group also went on a boat ride on the Yarra River.

The excursion to the local community garden with the Chinese community was part of a project undertaken in partnership with the City of Whitehorse, which aimed to reduce social isolation and inactivity by providing a healthy, home-based activity for newly arrived Chinese seniors during the COVID-19 pandemic. The project also helped build the knowledge and skills of participants to garden at home with gardening kits and seeds sent to their homes. Online workshops were conducted

on gardening skills and a WeChat forum set up for participants to connect with others to discuss the successes and challenges of their new hobby. The excursion to the community garden built on this project by facilitating participants' engagement with a local community facility. The WeChat community continues to provide an outlet for this group to connect with others and share their gardening ideas and experiences.



"I really appreciated the organiser and volunteers that help with this activity. I hope we can talk more about organic growing and how to reduce pests."



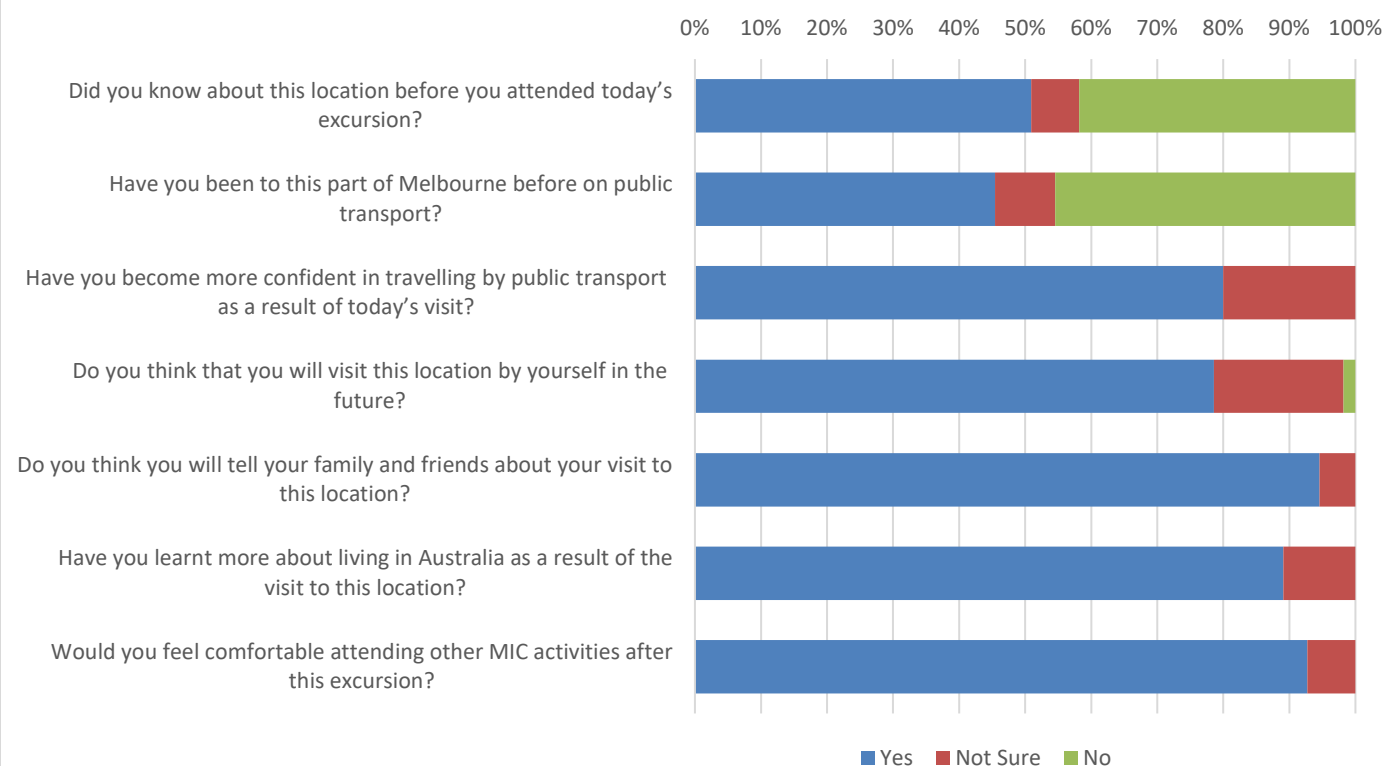
The excursion to the city with the Iranian community intentionally included English-speaking MIC volunteers who assisted on the day. This was to help the community engage with others outside their community and practice their conversational English skills. This was well received by the community who formed great connections with the volunteers.



Due to COVID-19 restrictions and lockdowns which limited movement and people's ability to connect with others, MIC workers received verbal feedback from many participants of how the excursions provided a much needed opportunity for them to reconnect with others, get out of their local neighbourhoods, have new experiences and engage in fun activities. Participants expressed the sense of isolation they had been feeling and the enjoyment they felt when taking part in these activities.

Only 45% of participants indicated they had been to this part of Melbourne on public transport previously and 80% stated they became more confident in travelling by public transport because of the excursion. Participants indicated 83% satisfaction rating for the excursions with 89% indicating they had learnt more about living in Australia as a result of their visit. Due to COVID-19 restrictions and limitations on travel and group gatherings in Melbourne throughout 2020/2021, MIC was unable to deliver the planned target of 6 excursions during this financial year.

Excursions



Swimming Programs

One, 6-week swimming program was conducted with the Iranian community with 14 people attending. The program had participants in 3 groups consisting of 2 adult groups and 1 for primary school aged children. Due to the availability of the swimming pool and ongoing COVID restrictions the program was reduced from 8 weeks to 6 weeks.

"I enjoyed learning few swimming styles and keep balance in the water."

The program was conducted in collaboration with Surrey Park Swimming School at the Aqualink pool in Box Hill. The program not only focused on developing swimming skills, but also building relationships and social connections, and greater knowledge and access to a local community facility.

65% of participants stated feeling more confident in the swimming pool as a result of the program, with 75% indicating they have an increased knowledge of water safety and would continue swimming on their own. 75% were encouraged to stay physically active and 100% stated the program helped them engage with new people and strengthen friendships.

"It's so good to keep these programs."

"If we put effort into learning any skill we will improve."

IRANIAN SWIMMING PROGRAM

Come along & learn to swim! FREE 1hr swimming lessons by qualified swimming teachers

WHEN
Every Wed for 6 weeks
24th Feb - 31st Mar
7.30pm to 8.30pm

WHERE
Aqualinks Swimming Pool
31 Surrey Dr, Box Hill

CONTACT
For more information & to register please contact
Houra at MIC on
0401 511 738

با شرکتتون در این برنامه مهارت شنا را فرا بگیرید!
یک ساعت آموزش رایگان شنا توسط مربیان کار آزموده شنا

زمان
هر چهارشنبه برای شش هفته
۲۴ فوریه تا ۳۱ مارچ
شب ۷:۳۰ - ۸:۳۰

مکان
استخر اکوالینک
31 Surrey Dr, Box Hill

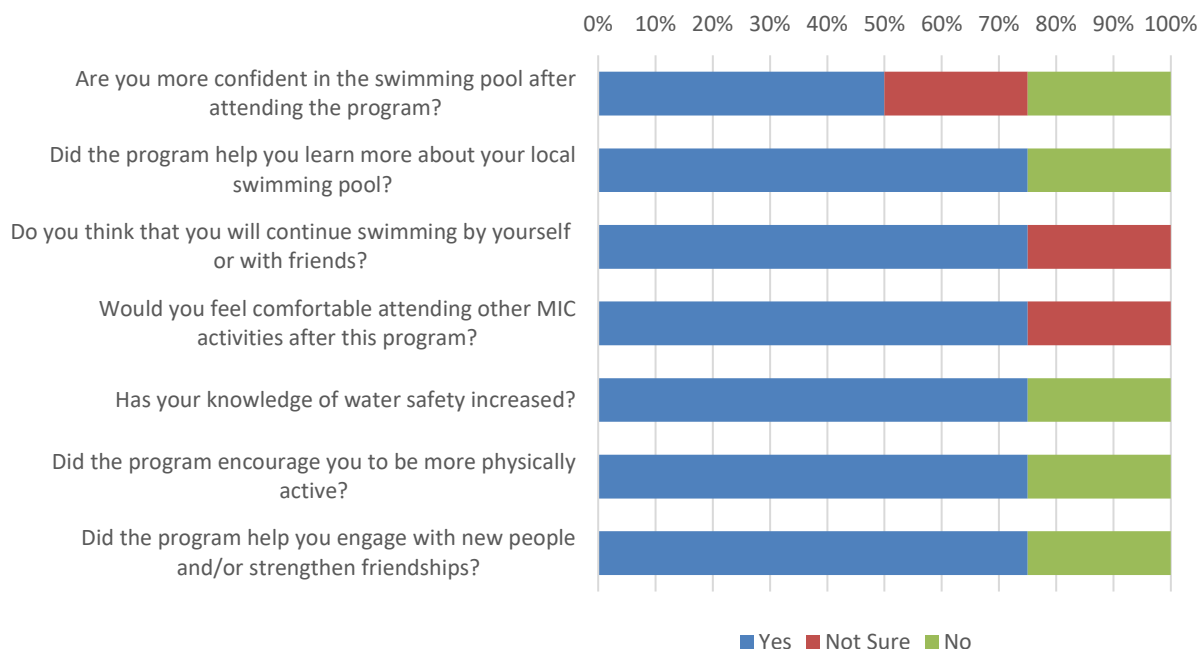
چگونگی تماس
برای گرفتن اطلاعات بیشتر و ثبت نام لطفا با هورا از ایم سی تماس حاصل فرمایید.
0401 511 738

MIGRANT INFORMATION CENTRE
EASTERN MELBOURNE

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

"I've learnt to be more confident."

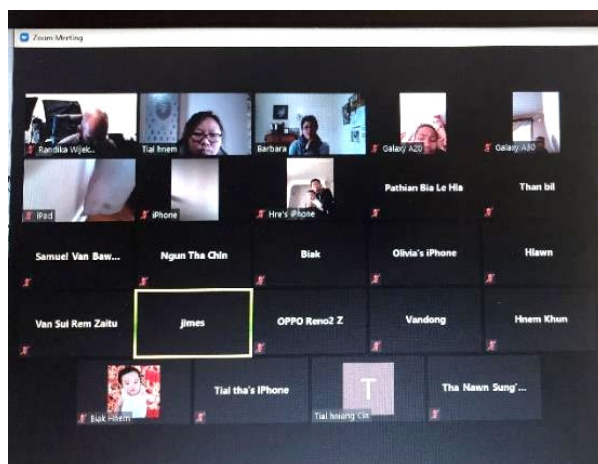
Swimming Program



Parenting Programs

A total of 7 parenting programs were delivered to Hakha Chin, Arabic, Karen, Falam Chin and Mizo communities with 113 participants attending.

The programs showed positive results with 98% of parents indicating the program answered their questions on parenting, giving them a better understanding of their children's needs. 95% indicated feeling more confident and knowing where to go if they needed more support with parenting.

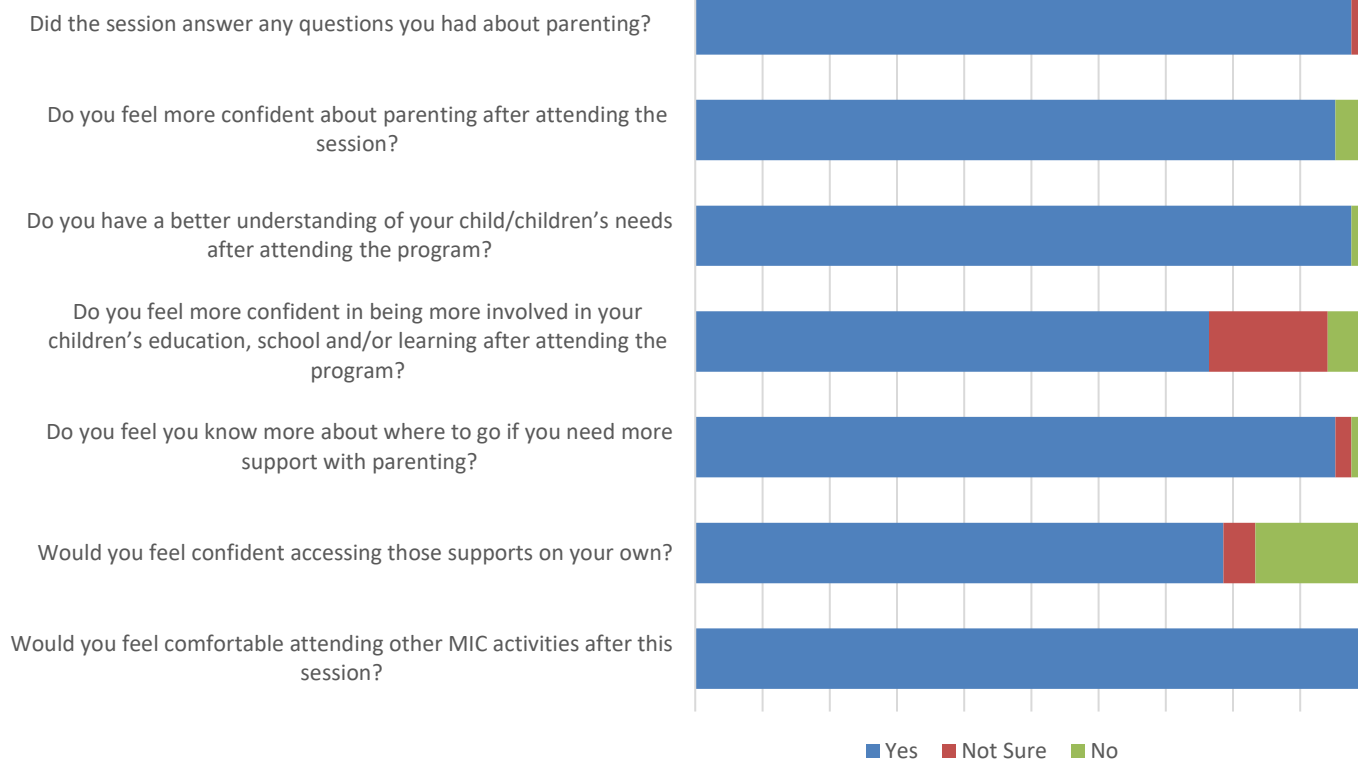


"I learnt about many things my child needs."

"I learnt how to teach our children."

Parenting Programs

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



Australian Education System Programs

A total of 6 sessions were held to help community members understand the Australian education system, with sessions delivered to the Chinese, Arabic, Iranian, Zomi, Hakha Chin and mixed speaking-language communities with 66 people participating.

100% of participants indicated that the sessions helped them better support their children in their education with all stating that the session strengthened their understanding of the Australian education system. 98% of participants gained a better understanding of education providers with 91% stating they felt more confident talking to education providers on their own.

"It is good to know that I can ask teachers for an interpreter and I am now more comfortable to do this."

"I learnt how to assist our children."



东区移民资讯中心在线讲座之

澳大利亚教育系统

Australian Education System

东区移民资讯中心（MIC）诚挚邀请您参加一场服务新移民的在线信息讲座，全面介绍澳大利亚教育系统。

时间: 5月27日 星期四

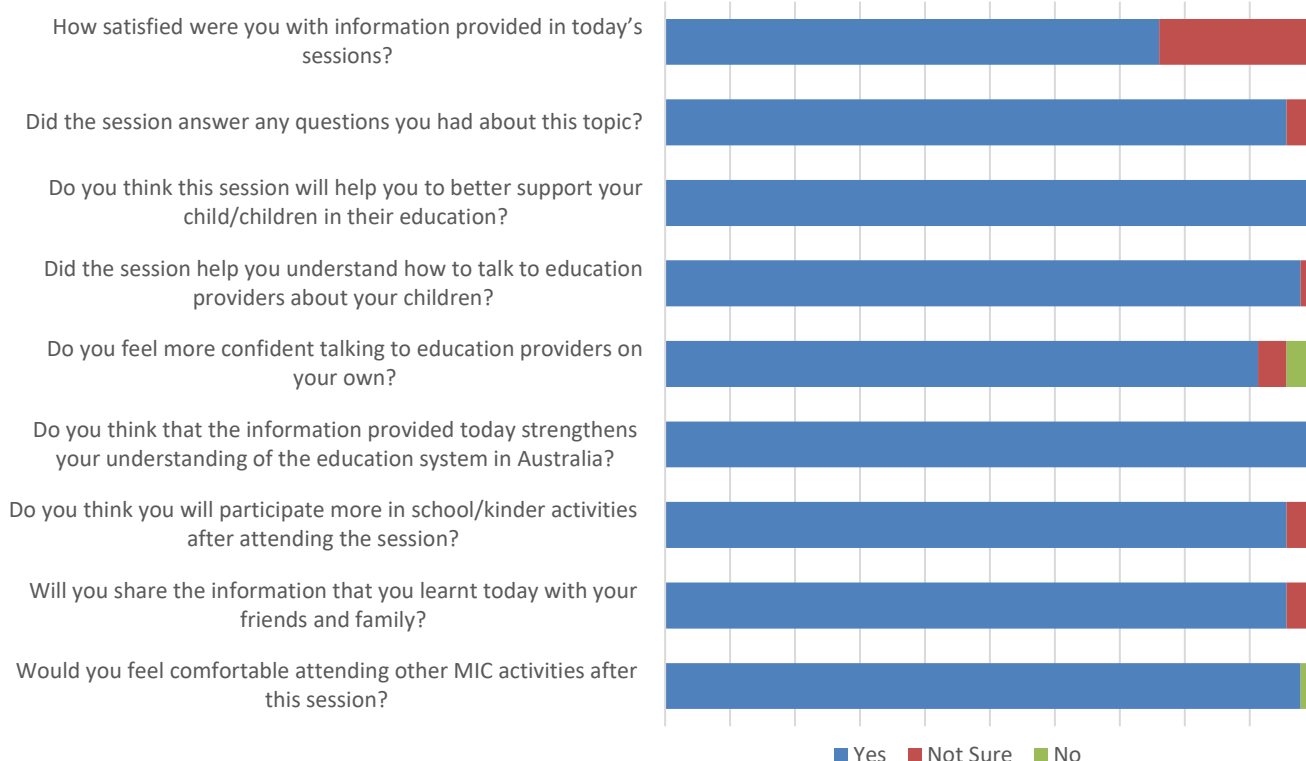
下午 1:30 至 2:30

地点: ZOOM (参加会议的链接将提前一天在微信群里放出)

欢迎报名!

Australian Education System Programs

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



Healthy Lifestyles Programs

MIC conducted 15 healthy lifestyle sessions that were delivered to the Karen, Chinese, Iranian, Zomi, Arabic speaking and Hakha Chin communities with 231 people participating. These programs are designed to promote and educate participants about a positive lifestyle and behaviour change through a variety of activities. Topics covered included family wellbeing, Australian health systems, healthy eating, gardening workshops and the COVID-19 vaccine rollout. Sessions were facilitated in collaboration with various local agencies such as Eastern Access Community Health (EACH), Whitehorse City Council and Nunawading community gardens.



"We learnt about good food that will give us energy ...about keeping our body active and exercise."

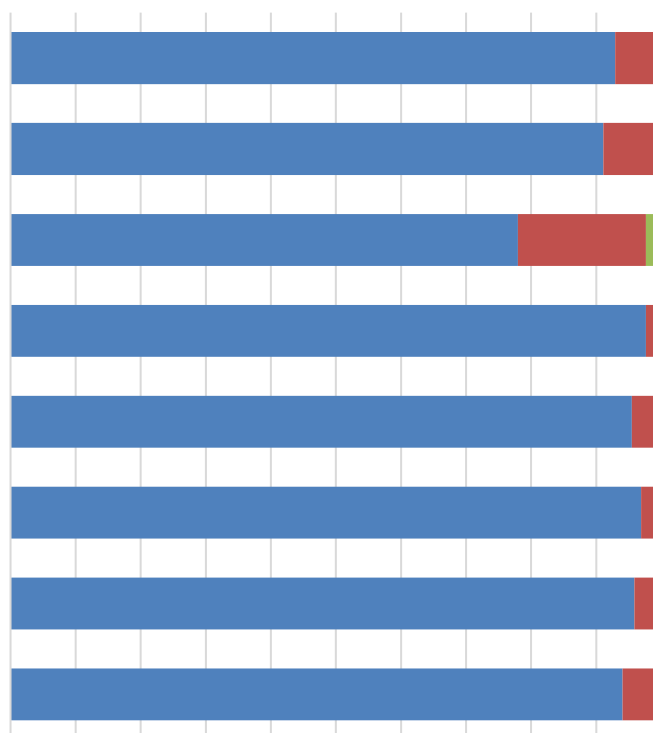
"It increased my understanding of the COVID vaccine and I now know how to book my vaccine."

A total of 91% of participants indicated having a better understanding of health services in Australia with 98% stating the session helped them understand how to live a healthier lifestyle. 95% stated the session gave them ideas of healthy activities they could try with 97% indicating they would try these on their own at home.

Healthy Lifestyles Programs

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

- Did the session answer any questions you had about this topic?
- Did the session help you to better understand about health services in Australia?
- Do you feel confident accessing these supports on your own?
- Did the session help you to better understand how to live a healthier lifestyle?
- Did the session give you any ideas for healthy activities you could try at home?
- Will you try some of these activities at home?
- Will you share the information that you learnt today with your friends and family?
- Would you feel comfortable attending other MIC activities after this session?



■ Yes ■ Not Sure ■ No

Homework Support Programs

Primary School Homework Support Programs

MIC conducted 2 primary school homework programs with the support of MIC volunteer tutors delivered at Croydon Primary School and Great Ryrie Primary School across 57 sessions collectively.

The program helped primary school aged students with homework and learning such as accessing computers and internet, practicing English language, research for assignments, meeting other students and connecting with agencies and support services.

Due to the impact of COVID-19 restrictions and lockdowns, the Homework Support

Programs had a combination of face-to-face sessions and online

sessions. There were also some sessions cancelled when

restrictions came into effect and face to face sessions were unable to be conducted.

A total of 79% of students indicated the program helped them with their homework with 81% indicating it helped them to improve their English.

"It's good for my daughter's communication skills and great to make new friends. It's also good for parents to be social on Zoom.."

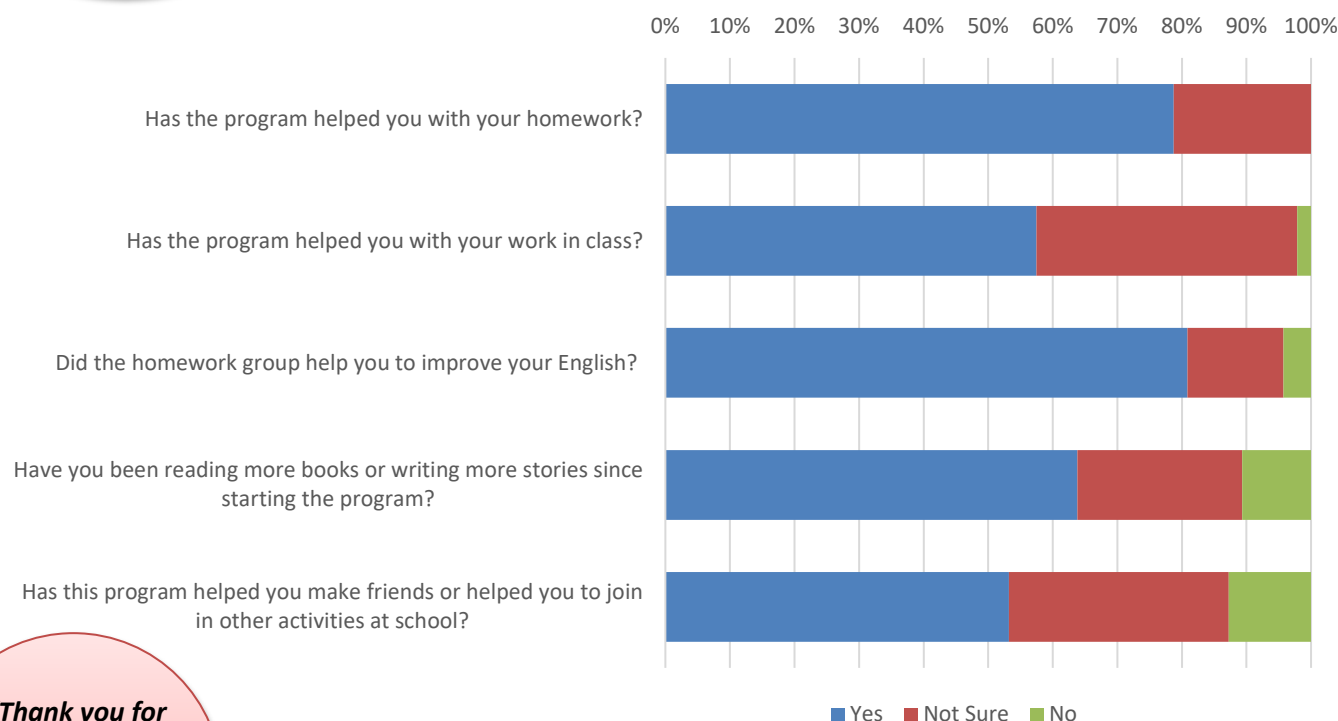
- Parent

"The homework program helps me with a lot, including my English. It also makes me happy."

- Student

96% of teachers at the schools where the programs are run indicated that the program benefited the students, with 88% indicating an improvement in the overall performance of students in the classroom and improved English skills. 81% of teachers felt students had become more confident in the classroom as a result of the program.

Primary Homework Program - Students



"Thank you for helping us when we need help."

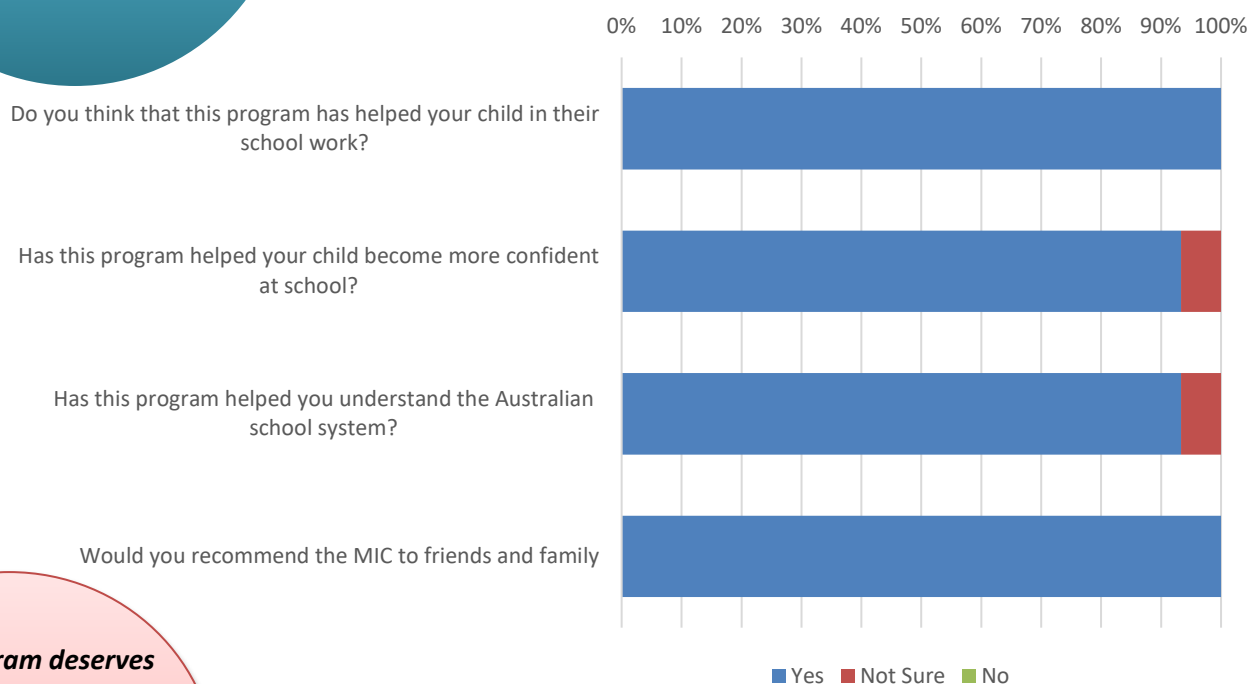
- Student

"My son has improved his Maths and English and he can now read by himself. He speaks better English too. Everything has improved."

- Parent

100% of parents also indicated the program helped their child in their schoolwork with 93% of parents indicating their children became more confident at school and the program has helped them understand the Australian school system.

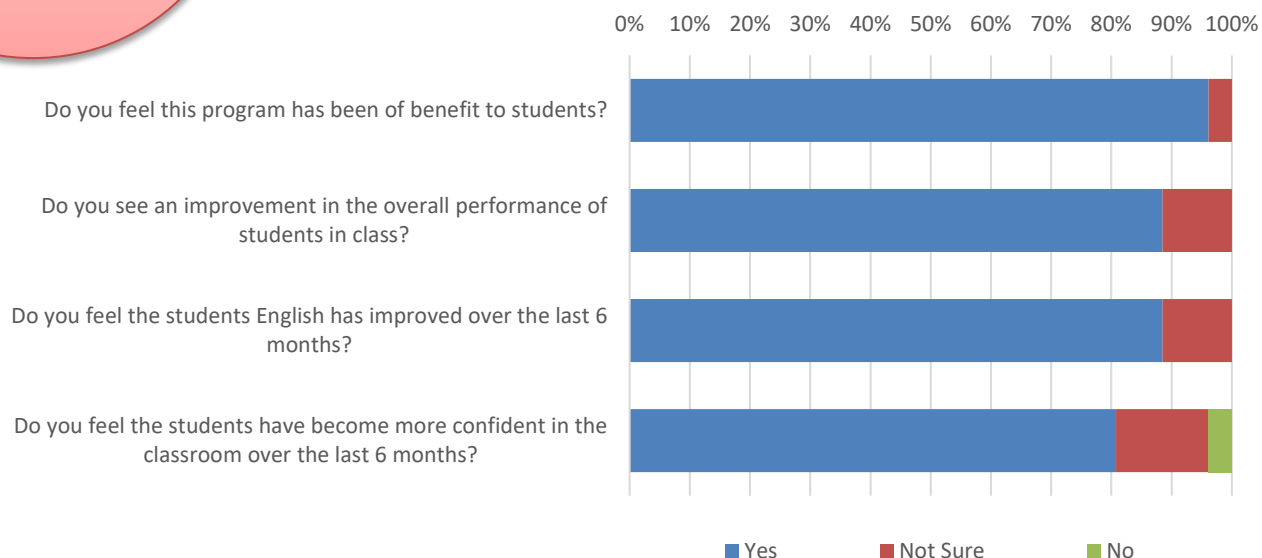
Primary Homework Program - Parents



"This program deserves more exposure. It is such a positive use of time for our students - it should be utilised as much as possible."

- Teacher

Primary Homework Program - Teachers



Secondary School Homework Support Programs

One secondary school aged homework support program was delivered with 30 sessions conducted. The programs offered students assistance with their homework through MIC volunteer tutors, accessing computers and internet, practicing English, researching for assignments, and meeting other students.

The programs were scheduled to be held at three local libraries in the Eastern Metropolitan Region, however, due to the impact of COVID-19 restrictions and ongoing lockdowns, most sessions were held online over video-conferencing platforms. Adjusting to the needs of students, the sessions were not held in large groups. Instead, MIC matched each student or small group of students with a volunteer tutor

"I like the homework program because I can talk to many people for help and improve my English."

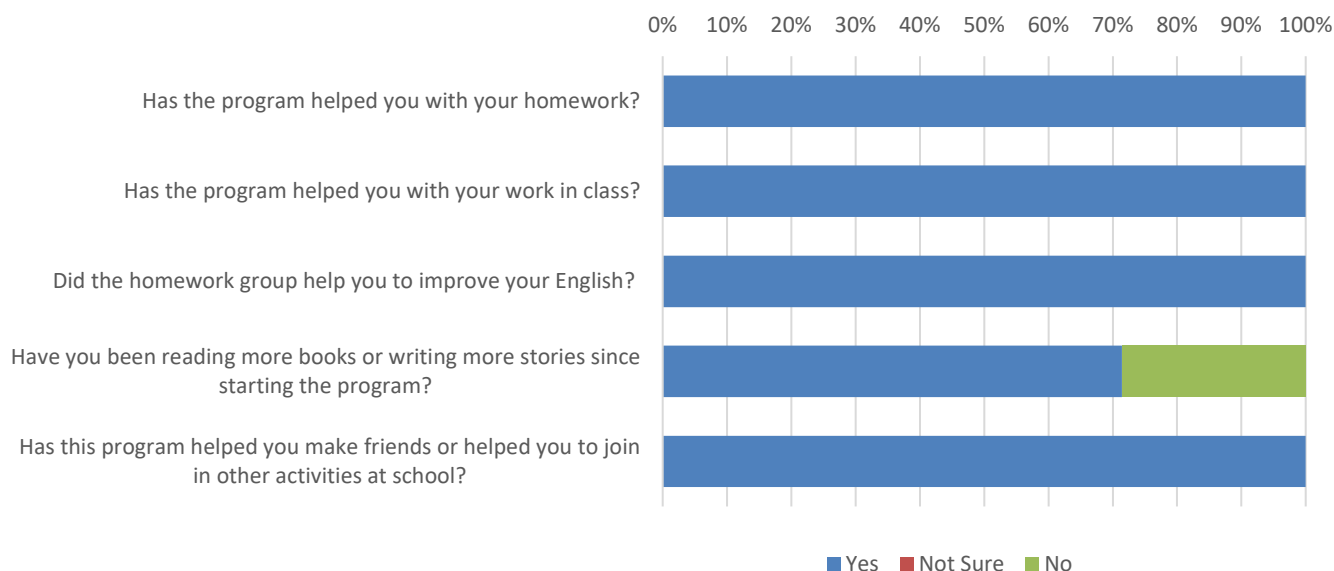
- Student

for one-to-one virtual homework support. This also meant that instead of three separate programs being conducted as per our workplan, students and tutors were all invited to join a weekly online meeting and were then redirected into separate breakout rooms for the duration of the session, with the MIC facilitator moving between the rooms.

100% of students indicated the program helped them with their homework and helped them work better in class. 100% also indicated the program helped them improve their English with 71% reading more books and writing more stories since starting the program.



Secondary Homework Program - Students



Playgroups

Four playgroups were delivered in 2020/2021 consisting of 145 sessions collectively. There were 2 playgroups delivered in the Local Government Areas of Monash and Maroondah for grandparents from Chinese backgrounds and their grandchildren and 2 multicultural groups for parents and children, with the majority of participants being from Zomi, Karen, Falam Chin and Hakha Chin communities.

"I get to meet people, make new friends and I like that my children are having fun, I'm so happy for them."

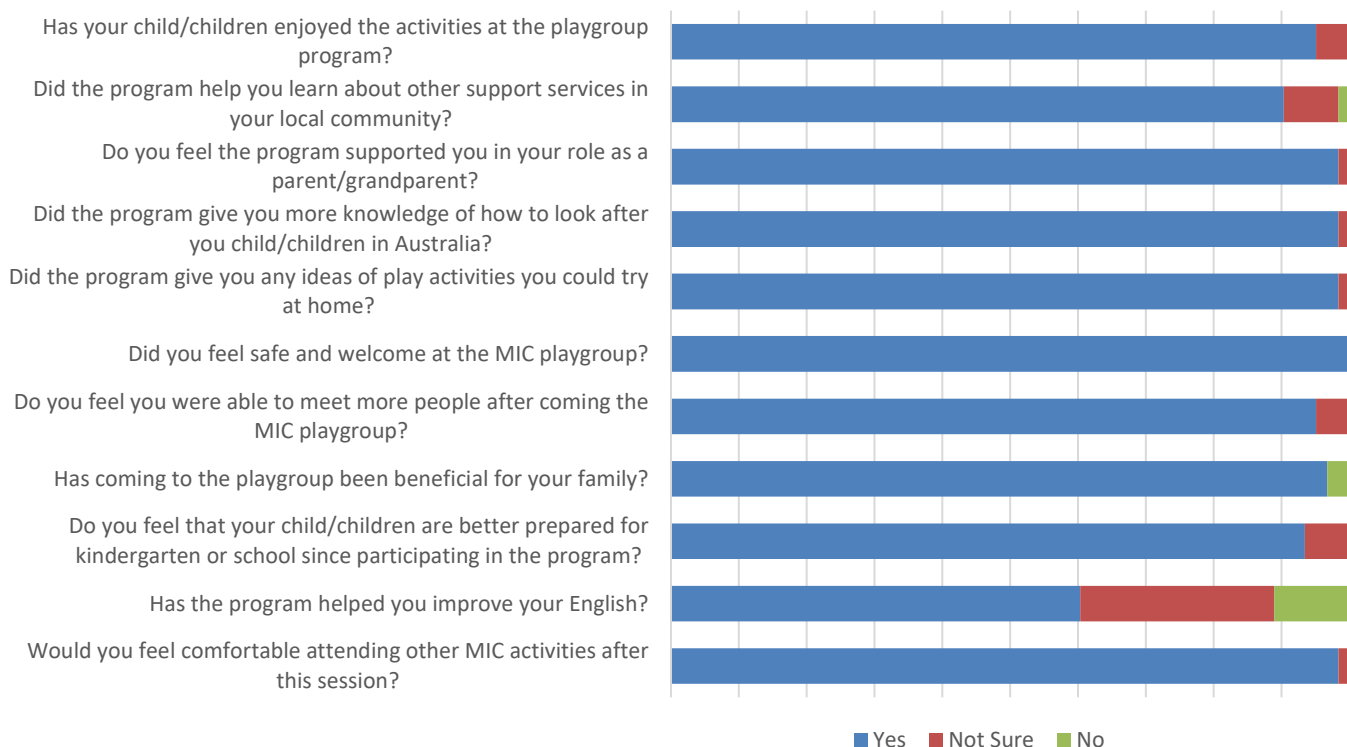
The playgroups provide an opportunity for parents and grandparents from migrant and refugee backgrounds and their preschool aged children to come together in a fun, safe and supportive environment. The groups aim to build social relationships with others for both adults and children, practise English language skills, learn about child development and early childhood education in Australia and learn play ideas and activities that they can do at home. Information sessions and guest speakers also attended the groups, including Maternal and Child Health Services, Centrelink and local Councils to discuss kindergarten enrolments and children's services and activities. Due to the impact of COVID-19 and social restrictions, most playgroups were held online using video conferencing platforms. Some activities and Storytime sessions were pre-recorded and posted to closed chat rooms for participants to watch and comment on between sessions.

The programs showed positive results with 98% of parents indicating that the program supported them in the parent/grandparent role and gave them increased knowledge on how to look after their children in Australia. 97% stated the program was beneficial for their family. 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.

"My children have learnt how to share toys and how to eat. I learnt about what activities are good for children and about storytime."

Playgroup Programs

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



Youth Programs

Young Refugee Leadership Program

The MIC Young Refugee Leadership program provides an opportunity for a group of driven young people from refugee and migrant backgrounds to become trained as youth leaders known as the MIC Youth Commissioners. The aim of the leadership program is to build the capacity of young people to become leaders amongst their peers and within their communities, utilising their settlement experience to assist other newly arrived youth. Their experience helps improve MIC youth service delivery, by providing a youth voice to our service provision. MIC conducted 6 sessions of the program, training 6 young people in youth leadership skills from Zomi, Hakha Chin and Kachin communities.

"Great program. Can't wait to do more with the community!"

An outcome of this program saw the youth leaders utilise the skills they had developed to successfully plan and facilitate the MIC Youth Public Transport Marathon program, in partnership with the MIC SETS Youth Team.

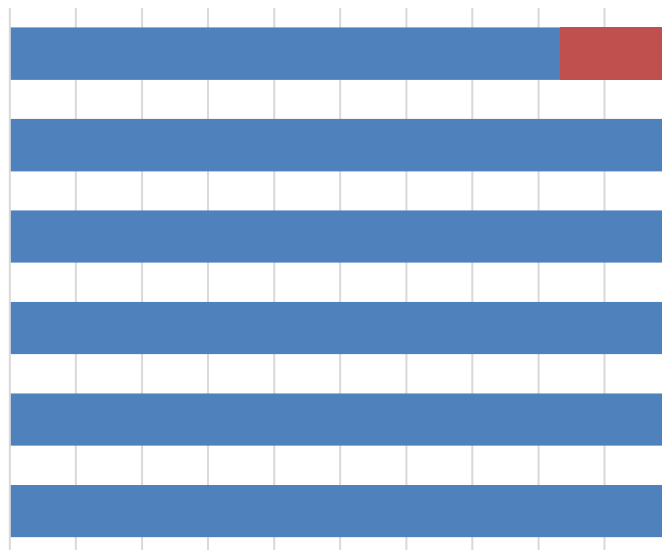
The program received positive feedback with all participants being satisfied with the program, finding it gave them a better understanding of how local services operate and stated they feel comfortable accessing or assisting others to access these services on their own. All participants felt the program encouraged them to get more involved in their local community, helped them with their communications skills and gave them ideas about education or career pathways they might like to take in the future.

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

Young Refugee Leadership Program

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

- Has your confidence increased as a result of the program?
- Do you feel like you now have a better understanding about how local services operate?
- Would you feel comfortable accessing these services on your own or assisting others to access these services?
- Do you think you will now become more involved in your local community after participating in the program?
- Did the program give you any new communication skills in English that you didn't have before?
- Did the program give you any ideas about education or career pathways you might like to look into further?



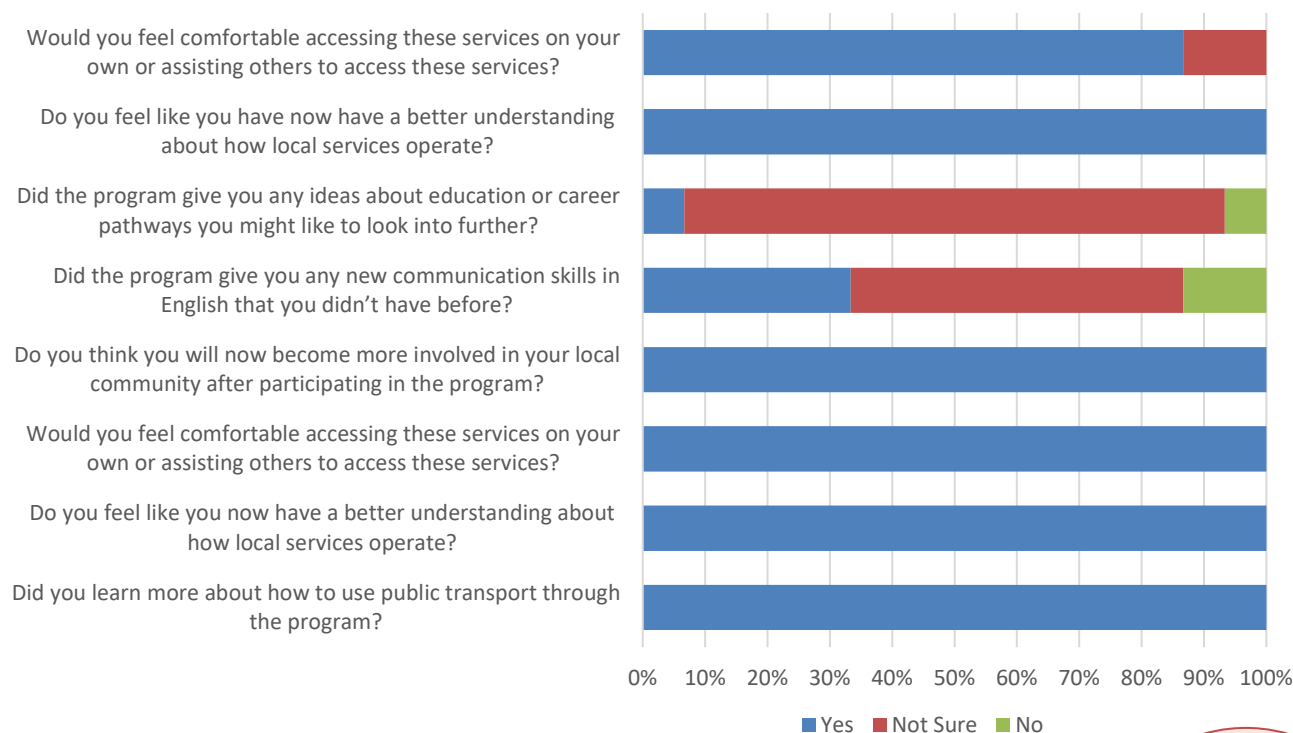
■ Yes ■ Not Sure ■ No

Youth Services Marathon

The MIC Youth Service Marathon program provided an opportunity for MIC youth commissioners who were trained in leadership through the refugee leadership program to practically demonstrate their skills in assisting to conduct a youth program for their peers. The program is designed to expose young people to different services in their local area, through a race format. Young people learn where different services are located by travelling on public transport and learning about what each service provides to young people. The program aims to reduce barriers faced by refugee young people in accessing a new service for the first time. In addition, the program offers participants the opportunity to connect with others and build friendships.

A total of 15 young people took part in the activity with the MIC youth commissioners assisting to lead it. All participants stated they learnt more about using public transport and developed a better understanding of local services in their area. 100% of participants indicated feeling comfortable to access these services on their own and felt more confident to be involved in their local community.

Youth Service Marathon



***"Thank you for
the competition.
It was fun."***

Youth Driver Education Program

"My favorite is learning with my friends."

The Driver Education program was conducted during the school holidays for 11 young people aged 16 to 18 years in partnership with Changing Gears – 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.

The program not only focused on driver education but teaching people to use public transport to get to the VicRoads office where they took their test and building social connections and friendships amongst participants.

All participants indicated the program answered questions they had about driving and that the program increased their understanding of driving and road rules in Australia. 100% stated the program strengthened their understanding of how to pass the learner driving test with 89% stating the program strengthened their understanding of what services were available to them and how to access them.



"I liked the way the teachers explained things."

Youth Driver Education Program

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

Did the program answer any questions you had about driving in Australia?

Did the program increase your understanding of driving and the road rules in Australia?

Do you think that the information provided in this program strengthens your understanding of how to pass the learner...

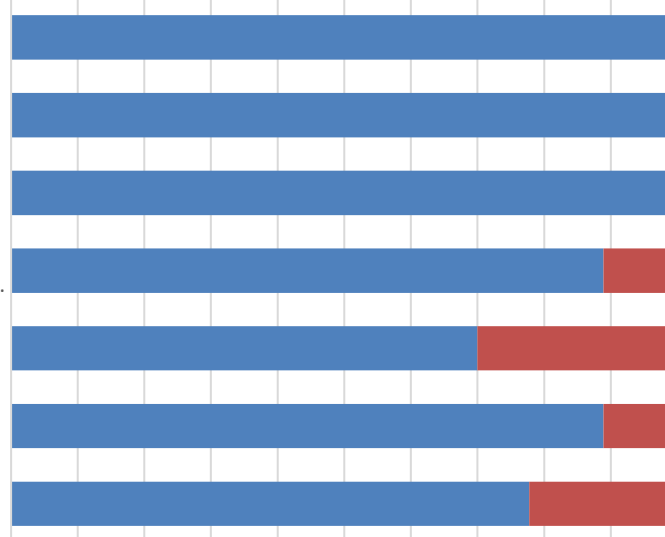
Do you think that the information provided strengthens your understanding of what services are available and how to access...

Do you think that driving will help you with getting a job or studying a course?

Will you share the information that you learnt in the driving program with your friends and family?

Would you feel comfortable attending other MIC activities after this program?

■ Yes ■ Not Sure ■ No



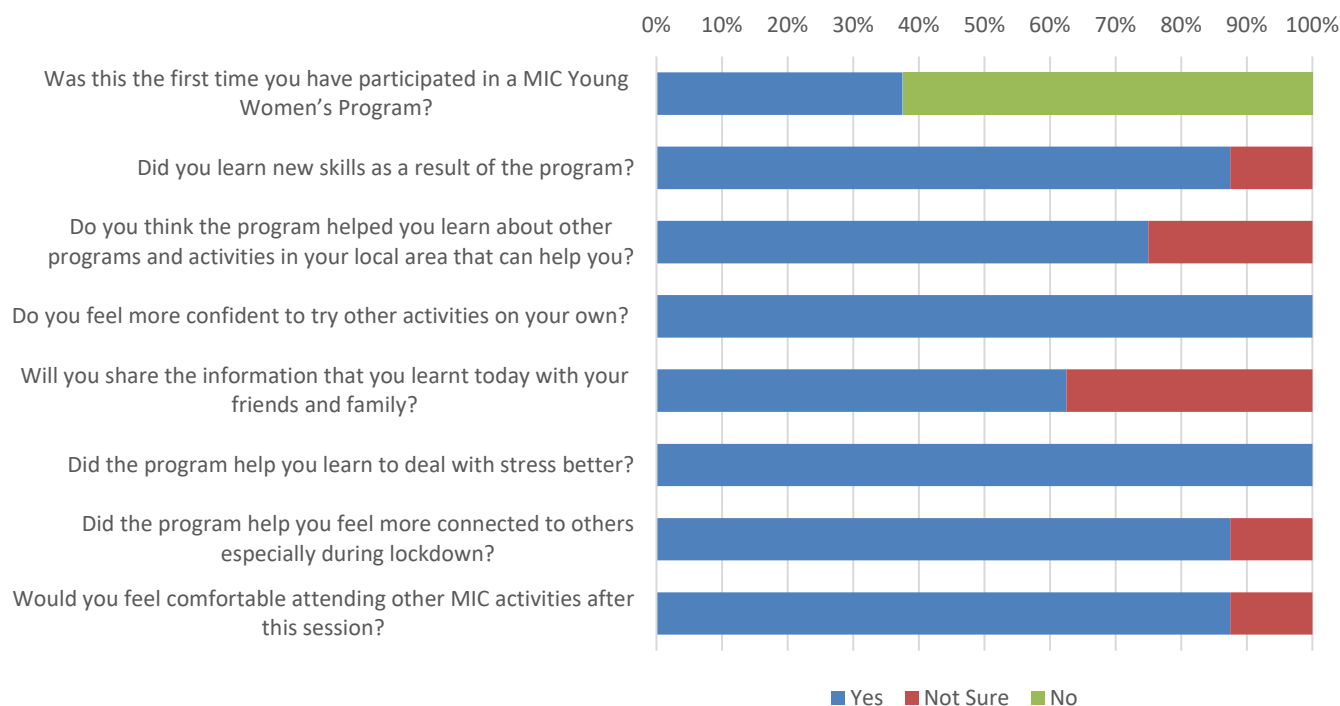
Young Women's Program

The Young Women's program provided a safe space for young women to connect and share with each other, and build their resilience, confidence and self-esteem. Through group discussions, team building, hands-on creative activities, the program assisted participants to develop confidence, self-esteem, and appreciation for one another. They learnt to recognise and manage their thoughts and feelings, navigate relationships, and develop the skills and resilience to enable them to actively engage in their education, community, and family life. MIC conducted the young women's program over 7 sessions with 12 young women aged 13 to 17 years attending.

"MIC has given me so many memories with my friend and thank you so much to all the youth members."

For 38% of the participants, it was their first time participating in a program like this with 100% indicating it helped them feel more connected to others, especially during the lockdowns. 88% stated the program taught them new skills and 75% indicated they learnt about other programs and activities in their local area. All participants felt they learnt how to deal with stress better, with 88% feeling comfortable to attend other MIC activities after the program.

Young Women's Program



Young Men's Program

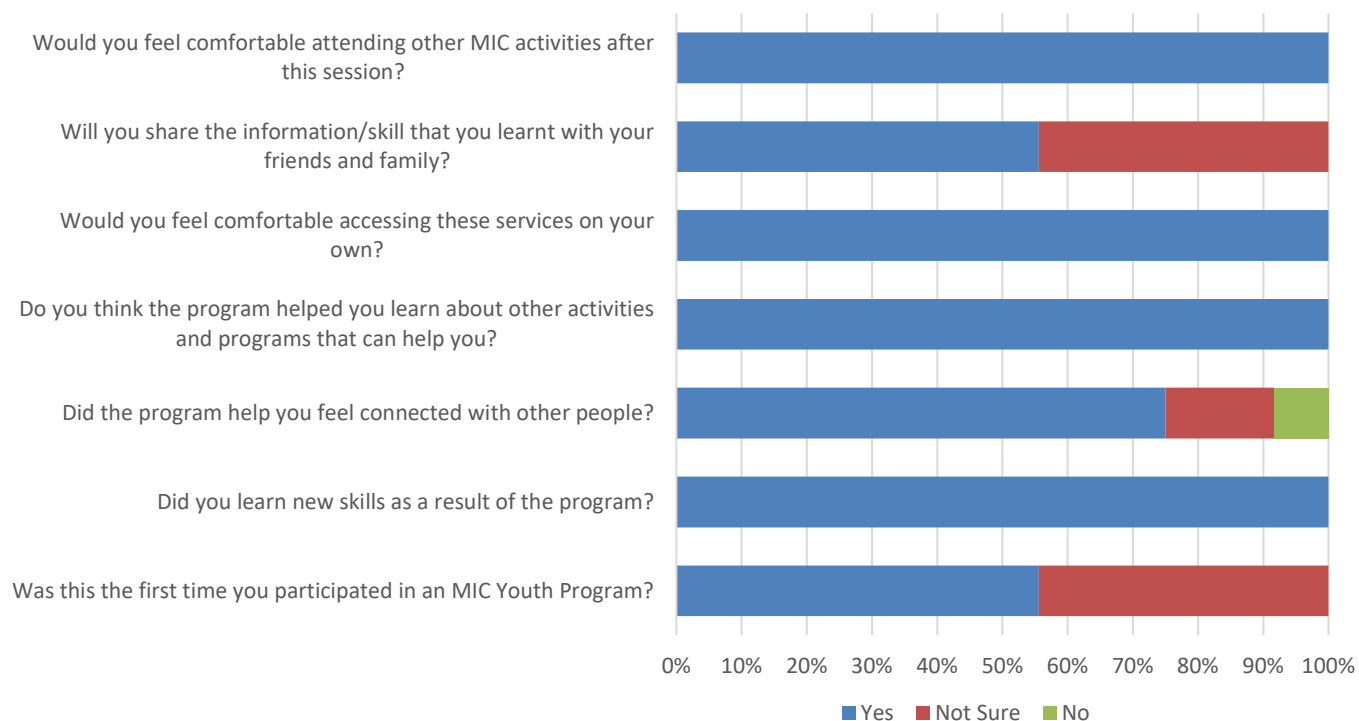
The Young Men's program aimed to address issues young people from a refugee or a migrant background face in their initial settlement. The program is designed to increase young people's resilience, cultural awareness, self-esteem and emotional well being through self-reflection, anger management and effective communication skills. MIC conducted 6 sessions with an English as an Additional Language (EAL) class at Melba Secondary College, with young men from Zomi, Hakha Chin and Karen backgrounds participating. The program included a mix of classroom based activities and an excursion to a bowling alley in the school holidays, in partnership with the Youth Support and Advocacy Service (YSAS).

A total of 56% of the participants attended the program for the first time with 75% feeling like the program helped them feel more connected with other people. All participants expressed the program helped them to learn new skills and learn about other activities and programs that could help them. 100% of participants felt more comfortable to access these services on their own and they felt comfortable to attend other MIC programs.

"I learnt a lot of things. I learnt it is ok to cry."

"I learnt how to handle my anger."

Young Men's Program



Youth Guitar Program

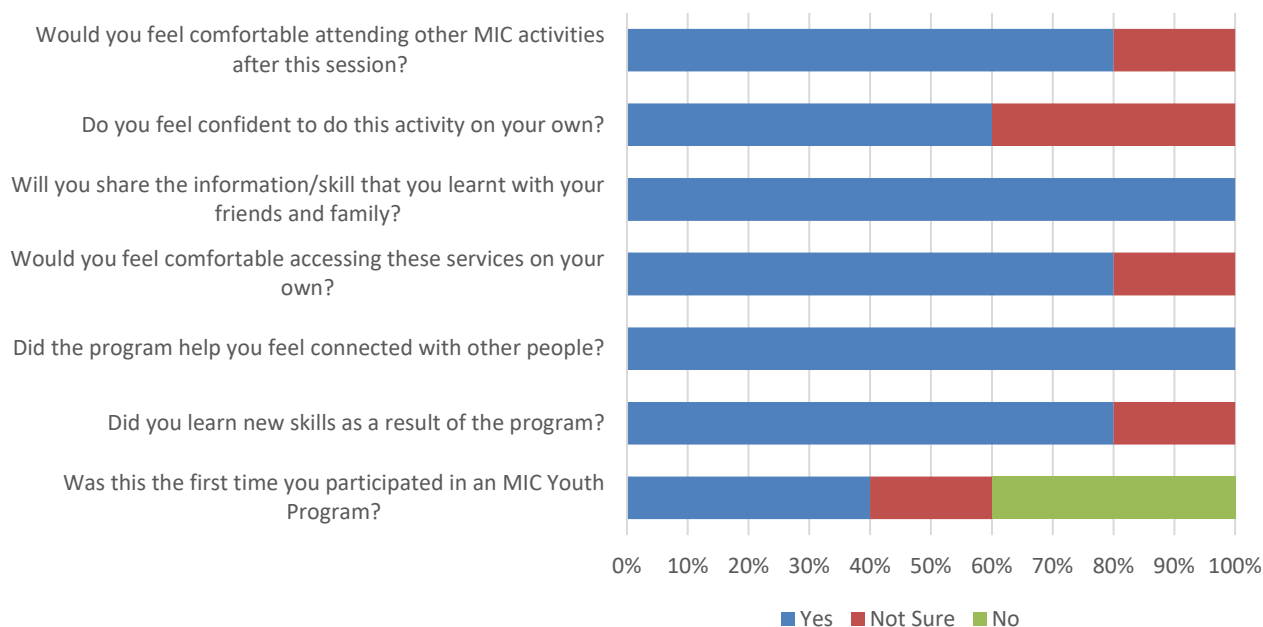


The Youth Guitar program was developed directly in response to the ongoing lockdown in Melbourne, to address the needs of 12 young people who MIC youth workers identified were experiencing social isolation and disconnection from school and peers during ongoing COVID restrictions. A six-week program, facilitated in partnership with the Strategic Partnerships Program was conducted to engage young people in a creative skill which they could do on their own and practice at home, while still connecting with others through an online platform and making new friends.

"I really enjoyed meeting new people."

All participants indicated the program helped them feel more connected with other people with 80% stating they learnt a new skill. Learning about other services, 80% of participants stated they felt comfortable to access these services on their own. MIC received funding from Artist for Kids that was used to purchase guitars for participants in the program to continue practicing and developing the skills they gained from the program at home.

Youth Guitar Program



Youth Employment Programs

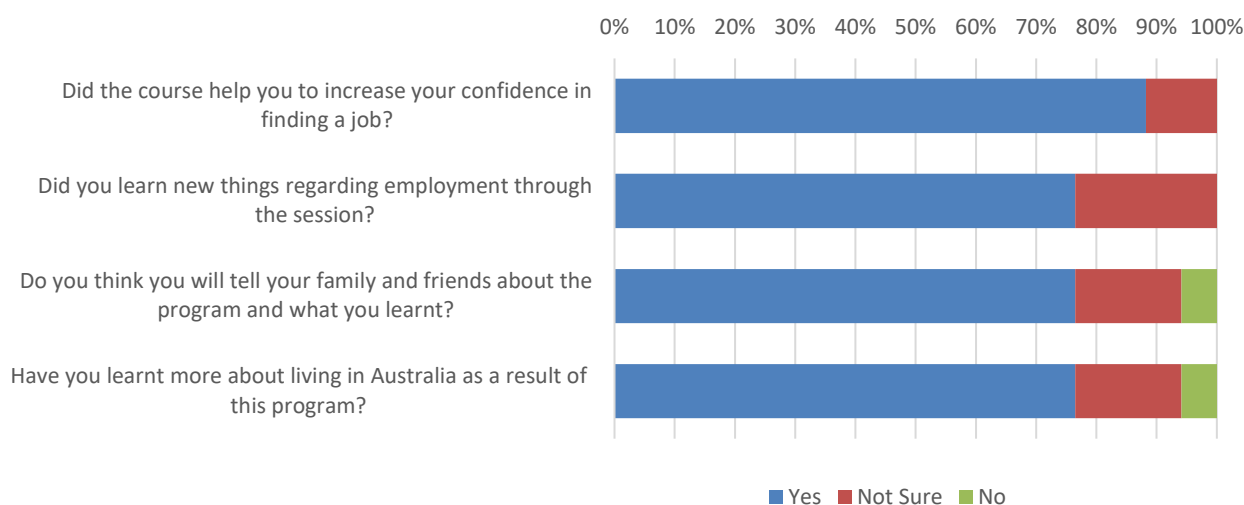
The Youth Employment Program, in partnership with Swinburne TAFE, aimed to help develop the skills of young people in job searching, communication, interview skills, goal setting, and time and task management. MIC delivered 2 programs over 5 sessions with 21 young people participating from Zomi, Hakha Chin and Karen backgrounds.

"I learnt never give up, no matter how many times you fall, stand up and keep going until you got it."

"I liked the way the teachers explained things."

Due to COVID-19 lockdowns and restrictions the program was conducted online via a video conferencing platform. This did create challenges to demonstrate certain elements of the program such as handshakes, posture, and voice training, which are physically interactive elements of the program when run face to face. The program received positive feedback with 88% indicating the program helped to increase their confidence in finding a job. 76% of participants stated they learnt new concepts regarding employment, that they felt confident to tell their friends and family about what they learnt and that they learnt more about living in Australia because of the program.

Youth Employment Workshop



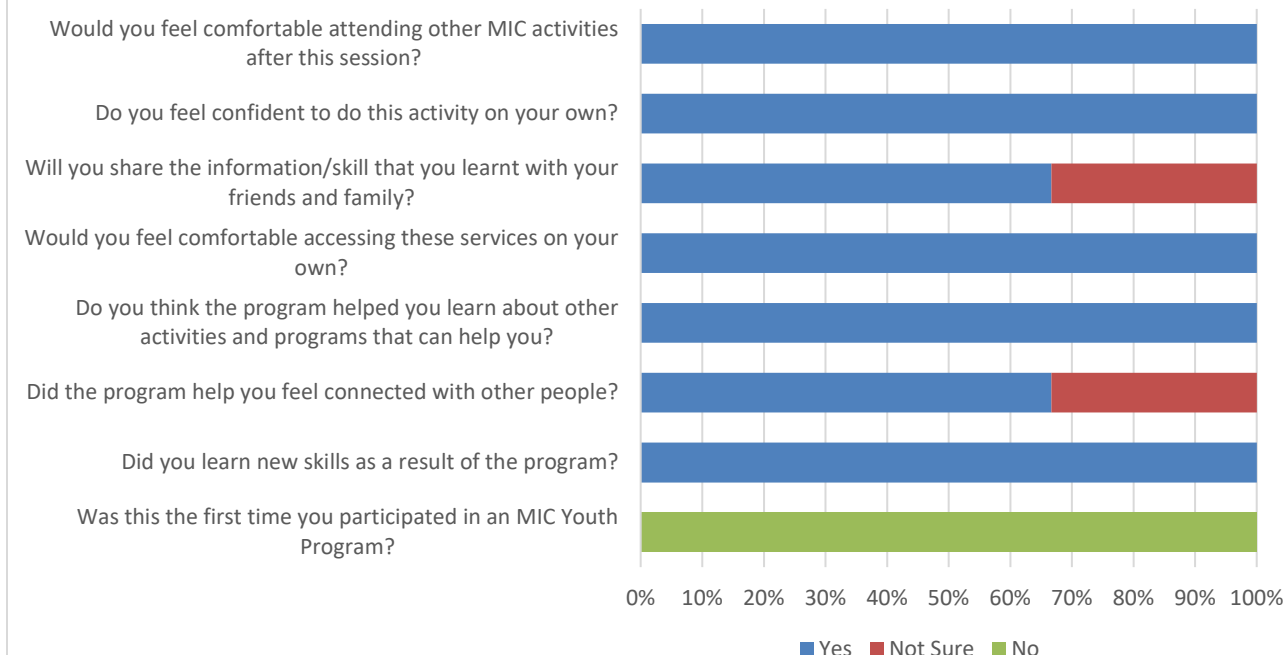
Youth Mask Making Workshop

The Youth Mask Making workshop was an additional program MIC conducted to address the isolation and disconnection many young people were facing during the COVID-19 lockdown in Melbourne in 2020. The program provided a creative outlet of teaching participants to hand-sew a face mask; an activity they could do online while in lockdown that allowed them to engage in a healthy and fun activity, while still connecting with others through an online platform. The program was co-facilitated with Eastern Access Community Health (EACH) Youth Services, which provided an opportunity for participants to engage with and learn more about a mainstream youth service in a fun and non-threatening environment.



The 2-session workshop saw 5 young people participating and received positive results. Participants were sent a kit by post, which included all materials they needed to make their face mask. All participants stated they had learnt a new skill and were confident to try the activity on their own. 100% of participants indicated that the program helped them learn about other activities and programs at both MIC and EACH Youth Services that could help them and that they were comfortable accessing these services on their own.

Mask Making Workshop



Youth Holiday Programs

MIC conducted two youth holiday programs with a total of 46 young people participating. The two programs saw young people attend the 1,000 steps in Ferntree Gully and visit South Melbourne beach where Life Saving Victoria conducted a beach safety program. The programs focused on building social connections, promoting healthy recreational activities, learning about new spaces and activities, and building confidence to navigate public transport independently.

Only 36% of young people indicated they had not been to these locations before, however 76% of participants stated they are more confident in travelling by public transport because of the program. 90% of participants stated they learnt more about living in Australia through attending the activities with 64% stating the program helped them strengthen and/or make new friends.

"I like the place, trees, playing with friends and climbing the steps."

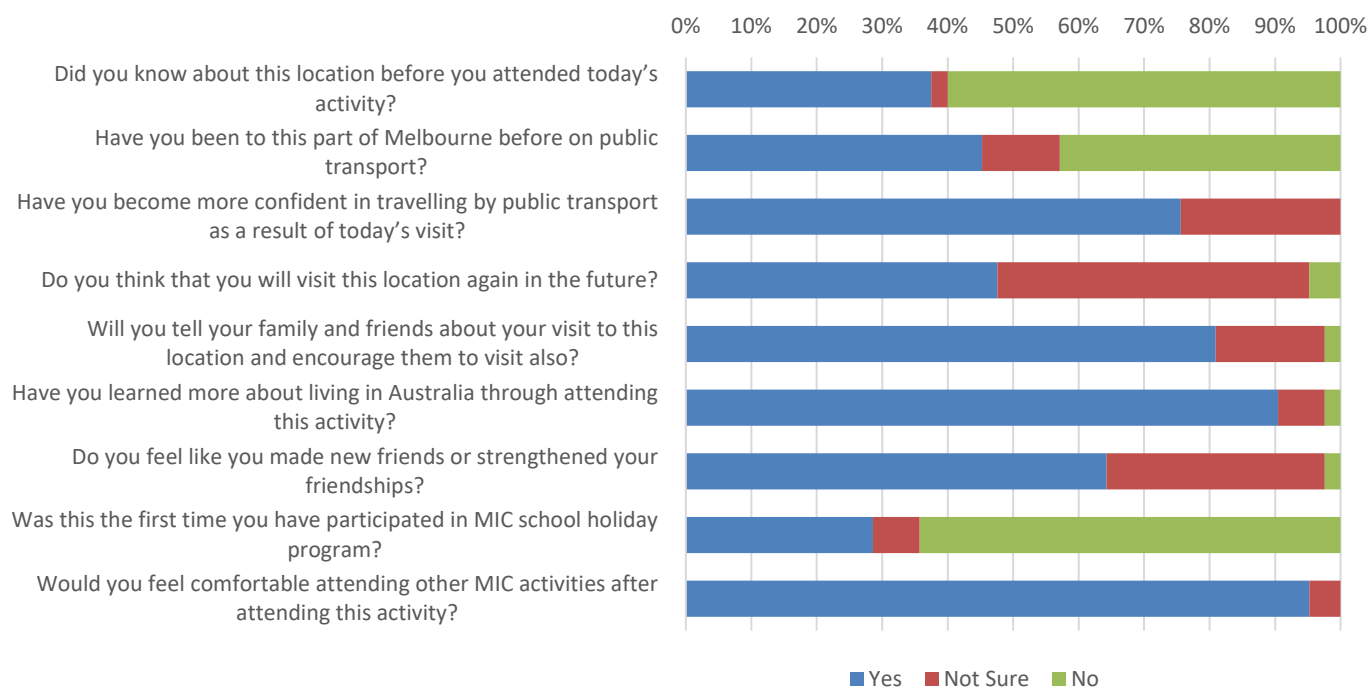




"I like the surf board the most from today's activity."

"This is so cool, thanks for everything."

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 2020/2021, as part of the VicRoads Community Road Safety Partnership program, MIC facilitated two Road Safety Programs for newly arrived refugees, bike education for primary school aged children, drink and drug driving prevention program sessions, presentations on Pedestrian Safety for Preschool aged children, and Child Car Restraints checking clinics in partnership with RoadsafE Eastern Metro.



Two Road Safety for New Arrivals programs were held in 2020/2021 - one program was held targeting people from the Hakha Chin community with 26 participants and the second program targeted the Karen community alongside others from mixed community backgrounds who spoke English - 27 people participated in the program. Of those who completed a feedback form, 100% indicated that they were very satisfied with the program, 89% indicated that all their questions were answered, 100% felt that the program strengthened their understanding of how to pass the test whilst 100% felt that obtaining a driver's licence would assist them to secure employment.

Two bike ed programs were held for newly arrived primary school aged children from refugee backgrounds. The program includes a 3-day bike education program that consisted of - learning road rules and gaining bike riding skills and practising riding on roads and bike paths. One program was held during the summer school holidays at METEC and the other program during the winter school holidays at the Croydon campus of the Blackburn English Language School – a total of 15 children participated.

Seven drug and alcohol sessions were presented to 88 people from Hakha Chin, Falam Chin, Karen, Iranian, English speaking, 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. The key messages learnt were "If you are going to drink, don't drive" and "If you are going to drive, don't drink".

Nine presentations of the "Walking Safely with Children Program" were held through ZOOM with the Hakha Chin community with 11 participants, the Chinese community with 28 participants; the Karen community with 7 participants; a mixed group of playgroup parents where 6 parents attended; two sessions for parents at the Ringwood Uniting Church Preschool with a total of 10 participants; with the Zomi community with 9 participants; and with Chinese grandparents in Monash and Ringwood with a total of 21 participants. Feedback was positive.

Three child car restraint seat checking days were held in partnership with RoadsafE Eastern Metro for the Chinese community in Monash, parents at the Ringwood Uniting Church Preschool and at the Ringwood Church of Christ for Falam Chin families. The reports for the Ringwood Uniting Church Preschool and the clinic for the Falam Chin community indicated that 11 cars were checked with 20 child restraints seats and of those, 18 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.

FAMILY VIOLENCE PROGRAMS

Family Violence Counselling Program

The MIC receives funding through the Victorian Department of Families, Fairness and Housing (DFFH) to support women from CALD communities who have experienced, are experiencing or at risk of experiencing, family violence. In 2020/2021, 14 women received one to one counselling.

Due to COVID-19 restrictions, the group programs for women were unable to be held, due to the inappropriateness of holding these groups online. The groups provide 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 learn how to build better family relationships and how to build their self-esteem. The groups also provide a forum to learn about Australian culture. It is anticipated that these groups will resume in 2021/2022 when restrictions are lifted and people can meet safely face to face.

Strengthening Connections for Family Violence Prevention - COVID-19 Family Violence Project

The Strengthening Connections for Family Violence Prevention – COVID-19 Family Violence Project is a 2-year project funded by the Department of Families, Fairness and Housing (DFFH). The aim of the project is to increase awareness of family violence within the community including faith and community leaders and connect families that have experienced or are at risk of experiencing family violence to service agencies for access to support services by breaking down barriers they might face to engaging with the service system and by empowering them to make informed decisions.

In 2020/2021, a project Steering Committee was established with representatives from EDVOS, Eastern Community Legal Centre, Victoria Police, Regional Family Violence Network, Women's Health East, Victoria Legal Aid, a lecturer from Deakin University and Yarra Valley Water to provide expertise, recommendations, support, and critical reflection for the project.

In the first year the project focused on the Hakha Chin and Zomi communities residing in the eastern suburbs of Melbourne. Consultations were held with faith leaders and women from these communities and two information sessions were held with faith leaders to increase their knowledge of family violence and how to access available services.

In addition, MIC staff were consulted on their training needs so that they can better support family violence victims/survivors as well as perpetrators. EDVOS provided training on the three RRRs "Recognise, React and Respond" training for MIC staff.

In 2021/2022, two community information sessions will be held for the wider Hakha Chin and Zomi communities on better understanding family violence and seeking support before a crisis. The project will then focus on the Karen and Falam Chin communities. Consultations will be held with faith and community leaders and women in the wider community to identify issues that impact on family violence and information sessions will be held to address identified needs. The MIC will also work with mainstream family violence service providers to increase cultural sensitivity and develop service pathways that better respond to the needs of newly arrived refugee families.

Community Capacity and Participation, Family Violence Prevention Program

MIC received funding from the 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 project funding concluded in December 2020.

The work of the program in 2020/2021 included:

- Facilitating six 'Family Wellbeing during Crisis' programs for men and women from migrant and refugee backgrounds, in partnership with the MIC SETS team. The information sessions were developed specifically in relation to COVID-19 and prolonged lockdowns in Melbourne, and focused on conflict resolution and selfcare, as well as care for children during lockdown.
- The creation of an animated video, aimed to increase understanding of gender equality within Chin and Karen communities from Burma. The animation was translated into three different languages – Hakha Chin, Zomi and Karen..



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 then 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. In 2020/2021, the program was transferred to the newly established Department of Families, Fairness and Housing, Multicultural Affairs unit. 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 of 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 2020/2021 the program supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi, Zo and Iranian communities.

Agencies represented on the steering committee included: Women's Health East, Maroondah City Council, Yarra Ranges Council, Eastern Access Community Health (EACH), Victoria Police and AMES.

Activities undertaken with refugee communities in 2020/2021 included:

- Holding ten meetings with leaders from the target communities including women and youth leaders to assist with the governance of their associations and planning support for their communities. This work included assistance with searching for, applying for grants and writing grant acquittals, 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.
- Assisting the Australia Chin Community to hold two half day training sessions on suicide prevention in partnership with NEAMI – 6 community and faith leaders participated.
- Providing media training support for faith and community leaders from the Zomi community to develop their digital literacy skills and support them in using online platforms during lockdowns – 20 leaders participated and reported that there is improved interaction and information sharing amongst media teams across different organisations in the community.



- Holding four information sessions for the Farsi speaking, Hakha Chin, Karen and combined Mizo and Falam Chin communities on seasonal work opportunities. A total of approximately 100 people attended the sessions across Metro Melbourne including 50 Karen, 26 Hakha Chin, 15 Farsi speaking and 20 Hakha Chin. The sessions were led by Agriculture Victoria and provided information about obtaining seasonal work. Collated feedback was very positive.
- Holding three sessions for the Farsi speaking, Karen and Zomi communities on employment opportunities at a local factory in Yarra Ranges. Attendees registered their interest to apply for the jobs. Applicants received support from MIC to write resumes and prepare for interviews. Two out of three Asylum Seekers were hired.
- Facilitating four weekly sewing and craft programs for women from Zomi, Hakha Chin, Falam Chin and Mizo backgrounds with up to 35 women attending weekly. Programs were mostly delivered online due to COVID-19 restrictions. Feedback indicated that 100% of participants gained sewing skills that enabled them to make their own clothes, increased their knowledge and understanding of programs and services and reduced their social isolation. Some women were developing their skills so that they could gain employment in the textile industry.
- Holding meetings and activities for older people from the Hakha Chin and Falam Chin communities to help reduce social isolation and to encourage older people to stay active. Twelve sessions were held with eight to ten people from the Hakha Chin community and four sessions with the Falam Chin community. Ten to twelve Falam Seniors participated in a hydrotherapy program at Aquanation Ringwood on a weekly basis for a total of 8 sessions. Ten to twelve seniors from the Hakha Chin community attended 4 sessions of hydrotherapy.
- When restrictions were lifted, four excursions were held, one with the Hakha Chin seniors to Mount Evelyn, another with the Karen community (including more than 23 adults and children) to Mount Dandenong, the third with the Hakha Chin community which included 49 people visiting the City of Melbourne and the fourth with the Iranian community and asylum seekers, Temporary Protection Visa holders and Safe Haven Enterprise Visa holders from a range of cultural backgrounds to visit the City of Melbourne (20 people participated). Feedback indicated that the programs assisted seniors and community members to reduce their stress and social isolation and increase their connections.
- Holding weekly English classes for adults in partnership with the Australian Chin Community (ACC) association with up to 15 participants attending each week and for Falam Chin women in partnership with Chin Community Victoria (CCV) with up to 7 women attending each week. Classes were delivered online. Participants reported that they enjoyed the English conversation program because it was taught by a community member and they felt more comfortable asking questions and speaking English. Some women from the Falam Chin community used the English they learnt at shopping centres and on public transport.



- Holding an information session on ZOOM about tax in Australia, presented by the Australian Tax Office (ATO) for asylum seekers, Temporary Protection Visa (TPV) and Safe Haven Enterprise Visa (SHEV) holders. Participants learnt how to lodge a tax return, about superannuation and identifying ATO scammers. Collated feedback indicated that all attendees were happy with the session, found the information useful and their questions were all answered.
- Holding an information session with asylum seekers, Temporary Protection Visa (TPV) and Safe Haven Enterprise Visa (SHEV) holders on COVID-19. Participants attended a 1-hour session on ZOOM and learnt about the Covid-19 vaccine roll out in Australia, how to find out when they are eligible to get the vaccine, how to book to get the vaccine and to consult with their doctor if they have any concerns. Attendees learnt about side effects and types of Covid vaccines available in Australia.
- Facilitating youth activities during lockdown and school closures including an online music program with professional music teachers from the communities to teach young people how to play guitar with 12 participants and keyboards with 8 participants from the Zomi community and guitar lessons for young people from the Hakha Chin community.
- Facilitating the Changing Gears program to teach young people road rules and assist them to gain their Learners permit – 10 young people participated.
- In partnership with Lifesaving Victoria, holding one swimming and water safety program for children from the Karen community. A total of 24 children participated and verbal feedback from participants and parents 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.
- Two 6-week swimming programs were held with asylum seekers, TPV and SHEV holders in partnership with Surrey Park Swimming School at Aqualink in Box Hill. An online yoga program was also provided to asylum seekers, TPV and SHEV holders during lockdown.



Strategic Engagement Coordinator

Funded as part of the Strategic Partnerships 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 2020/2021 the work of the SEC included:

- Identifying gaps in service provision for people from refugee and migrant backgrounds and developing and delivering eight different projects including:
 - 1) A multicultural playgroup for parents and their pre-school aged children. The multicultural playgroup was held online from July until September 2020. An average of twelve participants attended each week.
 - 2) A homework support program for primary school aged children at Manchester Primary School in Mooroolbark. This program was delivered online for most of the year due to COVID-19 with an average of eight families participating weekly.
 - 3) 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 2020/2021 this program supported 260 individuals and families.
 - 4) Supporting migrant and refugee community associations and groups to organise meetings, apply for grants, hold festivals and events and apply for funding.
 - 5) An online fitness program for asylum seekers and TPV/SHEV holders to decrease social isolation and promote physical activity during the COVID-19 lockdown. Six sessions were held with an average of three participants per session.
 - 6) A Mental Health Literacy Project in Partnership with NEAMI that aimed to increase knowledge and awareness of mental health within the Hakha Chin Community. Two sessions were held with an average of 13 participants.
 - 7) The *Equip and Empower Program*, an initiative developed by MIC providing support to people who are ineligible to access settlement support programs and where no mainstream service is available to assist them or who face significant barriers to accessing mainstream services on their own.
 - 8) The *Eastern Employment Pilot Initiative* that focused on improving economic participation for people from migrant and refugee backgrounds through the provision of individualised support and relationship building with local employers.



- 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 15 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. Guest speakers and presentations included Working for Victoria, Australian Tax Office, Seasonal Worker Initiatives, Shire of Yarra Ranges Economic Development Team, MIC Empowering Communities into Employment, English focus – Louise Multicultural Centre and Box Hill Institute.

Outcomes from the network include providing a forum for information sharing and updates during the COVID pandemic, connecting participants to AMEP industry speaker program, sharing new employment opportunities and initiatives, networking opportunities for participants 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 EACH to discuss COVID health Information, 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, MIC Community Connectors Program and Yarra Valley Water to build their connections with CALD communities.
- Participating in COVID 19 pandemic response and recovery activities including participation in the Eastern Region CALD COVID working group, liaising with local councils to identify areas of need for CALD communities, working with EACH community service to coordinate COVID 19 education and information sharing for CALD communities, sourcing contacts for MIC vaccination information sessions, providing community intelligence to the State Government and supporting the vaccination roll out coordination for CALD communities.
- Strengthening support for asylum seekers, TPV or SHEV holders living in the EMR. This included the implementation of additional supports for people impacted by COVID 19 and associated restrictions, increasing the capacity of the MIC Information and Advice service, external service capacity building, creating linkages with the Iranian Society of Victoria and City of Whitehorse and supporting the delivery of online group sessions for individuals and families.
- Co-delivery of a two-part Migration Forum series for service providers. The series had over 80 participants attend. Topics covered included the Australian Refugee and Humanitarian Program, Special Humanitarian Program, Other Visa Programs, Temporary Protection Visas and Safe Haven Enterprise Visas, Asylum seeker visas, Entitlements and Support Services, the Family Migration Program, Citizenship, the Visa Entitlement Verification Online system (VEVO) and Work Rights.

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 2020/2021 MIC provided critical aid and support to 185 individuals and families. This included COVID-19 payments for asylum seekers on a bridging visa with no income.



MIC provided a total of \$37,527 to 185 individuals and families for emergency relief in the form of food vouchers, bill payment or assistance to pay basic living expenses. This included \$23,740 of payments to support 116 individuals and families who were experiencing additional financial hardship due to COVID-19. Compared to last financial year, we witnessed a significant rise in requests to access COVID-19 emergency support from this cohort. According to the applicants' feedback, this change was either the consequence of losing employment or being cut off from government payments.

People who accessed this program were from a range of countries including Iran, Egypt, Pakistan, Lebanon, Yemen, Sri Lanka, Afghanistan, Ethiopia, Cambodia, Malaysia, Vietnam, Sri Lanka, Fiji, Iraq, India, and China. Funds assisted with paying utility bills, providing supermarket vouchers, essentials

vouchers, covering health costs, and driving lessons aimed at clients' capacity building for finding employment.

Other activities provided for people seeking asylum and TPV and SHEV holders included:

- Providing information and advice about support services available to individuals and families including health services, employment services, material aid and other services.
- Facilitating information sessions covering the topic COVID-19 Vaccine Roll Out in Victoria in collaboration with Eastern Access Community Health (EACH).
- Facilitating an employment pathways support session with ARB to help people learn about job opportunities in their factory and assist them with applying for jobs.
- Facilitating two, six-week swimming programs in partnership with Aqualink Box Hill to support adults and children to learn to swim and be safe around water.
- Holding an excursion to Melbourne City aimed at making a fun day for the families and assisting people to learn travelling in Melbourne by public transports.



COVID VACCINE

Information Session for Iranian & SHEV/TPV Holders

Come and hear information delivered by EACH on the Victorian Government's COVID Vaccine and how it is being rolled out.

Monday 19th April 2021
5.30pm to 6.30pm

Online **zoom** session

To register please call
Hours at MIC on
0401 511 738

each
every hope opportunity

"This program is jointly funded by the Department of Premier and Cabinet, Government of Victoria, Families and Housing (FHL), Strategic Partnerships Program and the Australian Government Department of Home Affairs through the Settlement Engagement and Transition Support (SETTS) programme."

جلسه اطلاع‌رسانی واکسن کوید ۱۹ برای ایرانیان و بی‌پناهان

ما شرکت در این جلسه اطلاع‌رسانی رو در رابطه با برنامه واکسن کوید ۱۹، نوبت واکسیناسیون و نحوه توزیع آن از سازمان ایچ آر ایتکس خواهیم شنید.

دوشنبه ۱۹ اپریل ۲۰۲۱
از ساعت ۵:۳۰ تا ۶:۳۰ بعد از ظهر

جلسه به صورت آنلاین از طریق زوم برگزار میشود.

لطفا جهت ثبت نام به آدرس زیر با ما تماس بگیرید.
0401 511 738

COVID-19 Response Package Program

In response to increased financial hardship amongst people from refugee and migrant backgrounds as a result of COVID-19 and loss of income, the Department of Families, Fairness and Housing (DFFH), Multicultural Taskforce provided funding to MIC to support individuals and families. Funds were provided to MIC to distribute food vouchers and to provide critical support to assist with daily living expenses that individuals and families were unable to meet due to financial hardship experienced as a result of the pandemic. Funds were provided across two distinct grants awarded in June 2020 and again in November 2020. A total of \$51,999 was distributed to over 180 individuals and families.

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 works 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 2020/2021 the project provided information sessions for parents, held a consultation with families at MECEC and parents with primary school aged children to better understand their needs and the information they required about the education system in Australia, and liaised with four different primary schools and five preschools about transitioning children from kindergarten to prep.

Feedback indicated that 92% of parents at MECEC who attended the MIC sessions stated that they had a better understanding of the Australian education system and school expectations whilst 8% were not sure. 100% of parents of primary school aged children who attended the sessions stated that they had a better understanding of the Australian education system and school expectations. 100% of parents at MECEC and 87% of parents of primary school aged children who attended the sessions reported that they had more confidence in participating in wider kinder/school activities and 86% of parents at MECEC similarly reported that they have attended wider preschool activities, including social events, and working bees. 56% of participants reported that 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.

95% of staff who attended the training reported that their understanding of the refugee experience and the challenges facing families from refugee backgrounds had increased and they felt more confident to support the needs of parents from CALD backgrounds.

AGED CARE AND DISABILITY SUPPORT PROGRAMS

Access and Support Program

In 2020/2021 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) program 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 & 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+ communities, people who are homeless or at risk of homelessness, Veterans, care leavers and parents separated from children by forced adoption or removal. The MIC's A&S program is one of approximately 50 similar programs in Victoria and one of 7 in the EMR.

In addition, in 2020/2021, the MIC received funding from the Victorian Government under the Home and Community Care Program for Younger People (HACC PYP) program to deliver the Volunteer Coordination Program that links volunteers to younger people with a disability to support them in participating in everyday activities, maintaining or rebuilding their confidence, improving their social connectedness and emotional wellbeing and keeping them healthy and active whilst living at home.

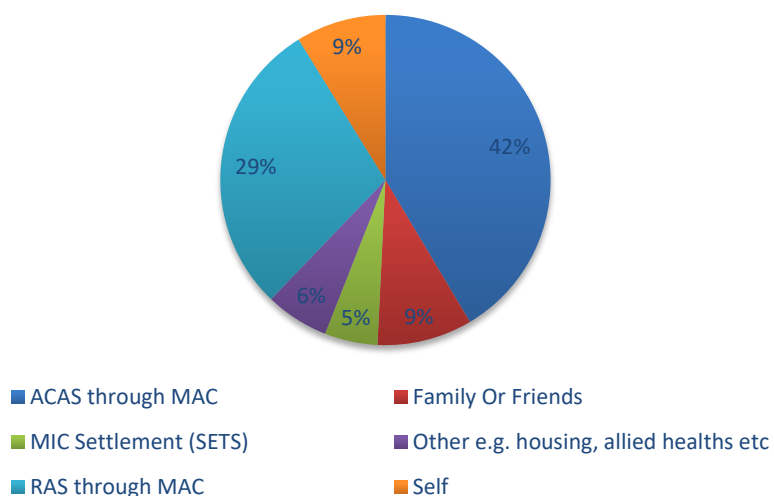
The outbreak of COVID-19 has impacted all of us in varying ways. The frail older people or younger people with a disability faced more challenges than ever during these difficult times. Following the Department of Health's guidelines, the A&S program continued to operate during the COVID-19 pandemic. A&S workers contacted clients to check on their wellbeing and to ensure that they continued to receive the support they needed. Contacting clients was conducted over the phone or through other digital platforms such as WeChat, WhatsApp and Viber. Home visit appointments were arranged on a case-by-case basis, where phone or digital means were not practical or possible for clients. For the Volunteer Coordination Program, younger people with disabilities preferred to meet with their volunteer when they could meet face to face rather than through on-line platforms.

Direct Client Services

a) CHSP referrals and services:

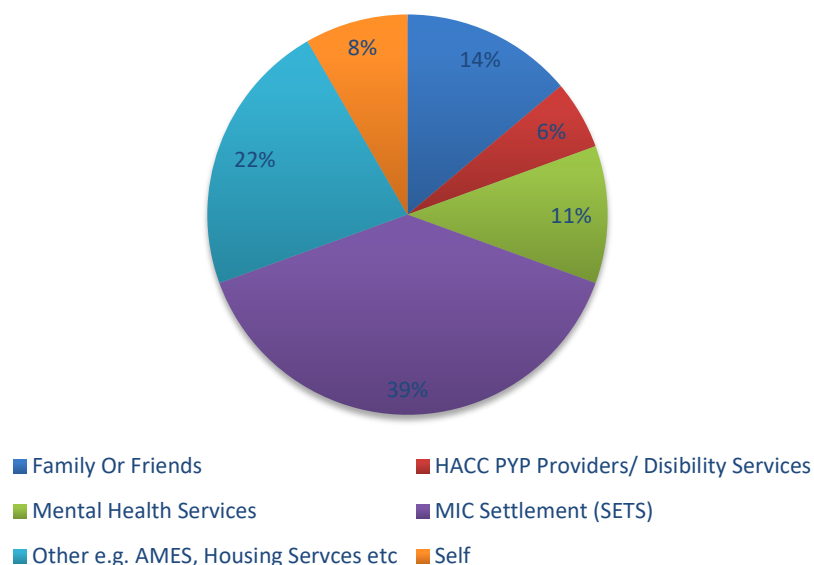
In 2020/21, a total of 249 clients were assisted under CHSP (127 were new referrals and 122 clients were existing clients from the previous year). Of those, 9% were self-referrals through promotion of the program to groups and assertive outreach, 9% from family members and relatives, 5% internal MIC referrals, 29% from the Regional Assessment Services (RAS), 42% by Aged Care Assessment Services (ACAS), and 6% were referred from other health and community services.

CHSP new referral sources 2020/21



b) HACC-PYP referral sources:

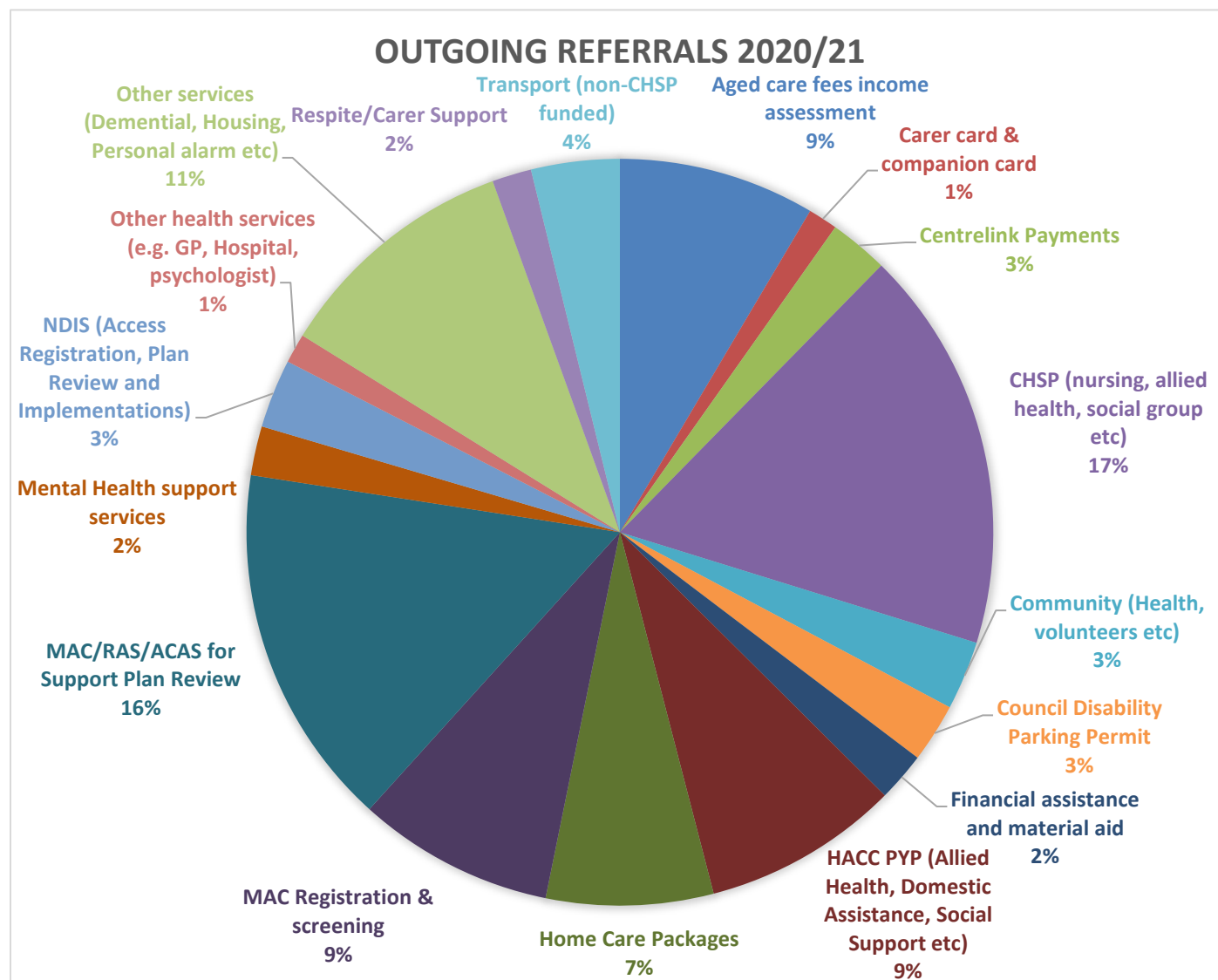
In 2020/21, a total of 36 clients (including 13 from the previous year) were assisted under the HACC PYP program. Of those, 23 were new referrals - 8% of new referrals were self-referrals, 14% were made by the clients' family members, 6% were made by Disability Services and other HACC PYP service providers, 39% by the MIC's settlement program, 11% were received from hospital or mental health service providers, and the remaining 22% were made by other community services such as housing, and other agencies.

HACC-PYP new referral sources 2020/21**c) Volunteer Coordination Program:**

In 2020/21, the Volunteer Coordination Program spent 278 hours in promoting the program to community services and individuals, recruiting new volunteers and registering their interests, developing training materials for volunteers, and connecting volunteers with a client. A total of 16 volunteers and clients were registered in the program during the year 2020/21. Services offered to clients included companionship and social interaction, teaching computer skills and helping with homework assignments and English learning, and accompanying clients to outdoor activities such as outdoor exercises, socialising, shopping and other activities.

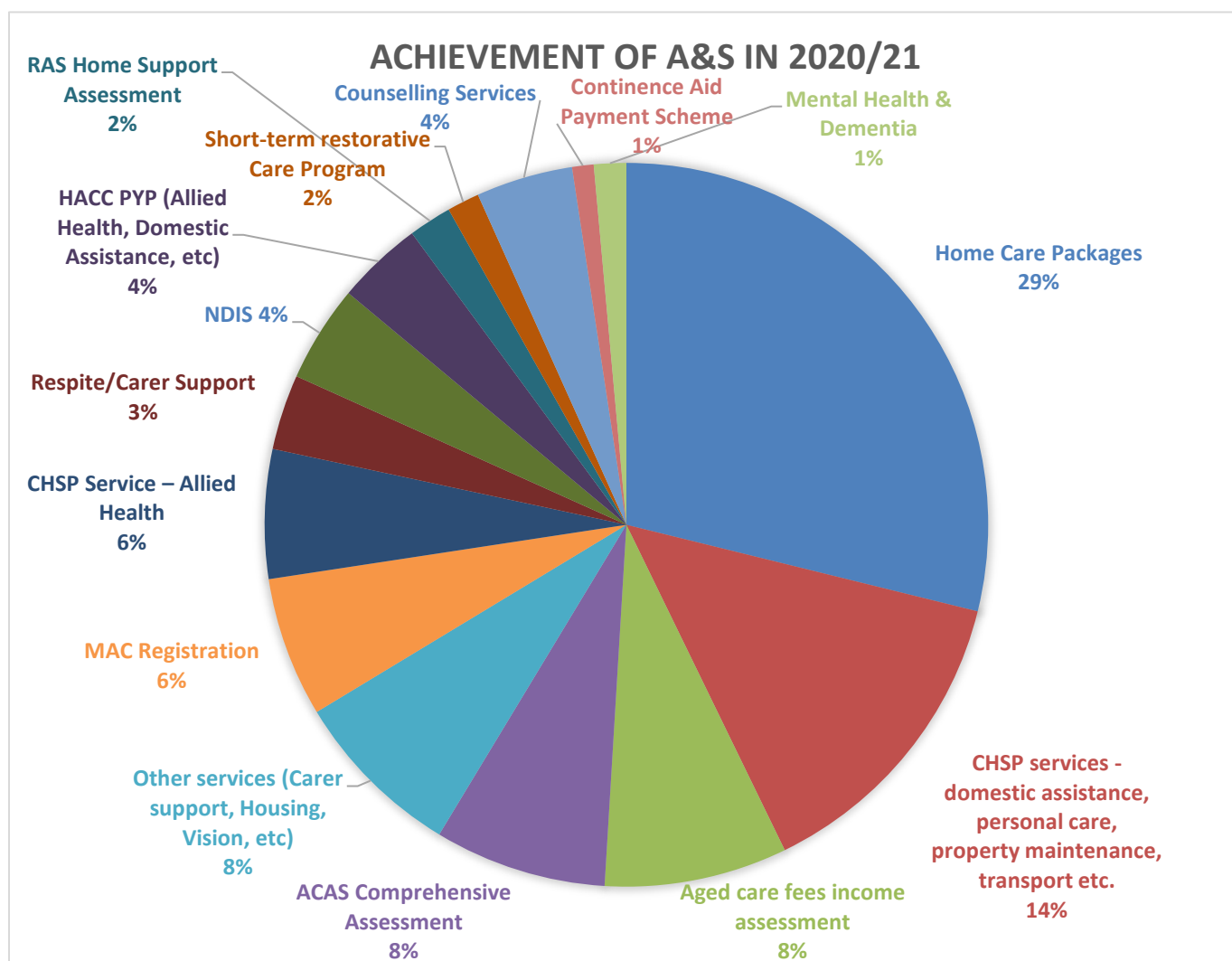
d) Outgoing referrals

A total of 235 referrals were made to external services for clients under both CHSP and HACC PYP programs. These included but were 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.



e) Achievements of the A&S Program in 2020/2021:

A total of 235 services were accessed through the help of MIC's A&S Program in 2020/21. These included but were not limited to CHSP services, NDIS planning and implementation, carer support, Centrelink payments, mental health services, home care packages, and other services.



Non-Direct Client Work

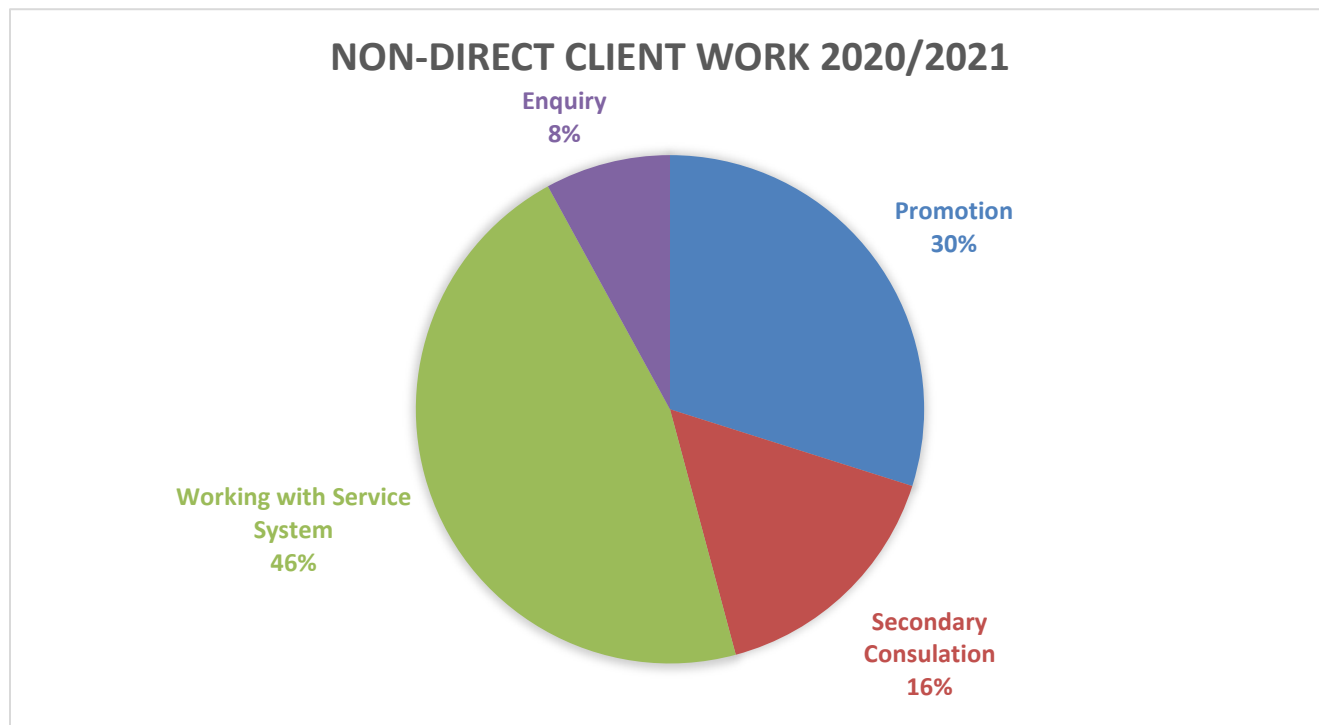
a. Promotion

The A&S Program spent 3,334 minutes in promotion of the Program to both community members and service providers in the EMR during the FY 2020/21. Promotional activities included formal and informal presentations about My Aged Care, CHSP, HACC PYP and A&S to seniors' groups, Cultural Diversity Networks, Multicultural Playgroups, and outreach to older people and people with disabilities at other community events.

b. Secondary consultations, enquiry and working with the services system

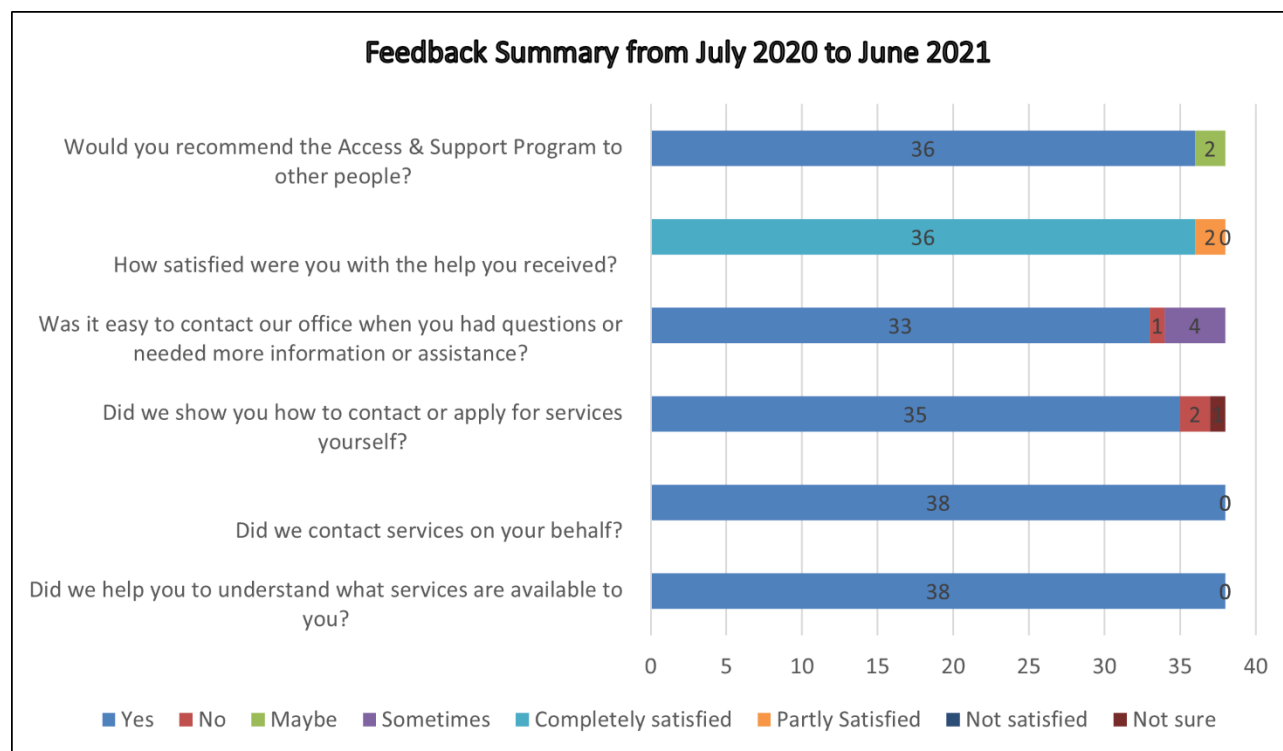
The A&S Program spent 7,825 minutes assisting other service providers through providing information and advice about working with a particular community group or individual to deliver best practice to better meet the needs of people with diverse needs.

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.



Client Feedback

The A&S Program collects feedback from clients (and/or their carers) by telephone or emails after they are exited from the program. Telephone interpreters are offered to all clients from non-English speaking backgrounds where necessary. During 2020/2021, 128 clients were exited and 38 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 or calls not answered.



Some of the comments received from clients included:

- *The worker helped me understand the services available and provided the necessary information.*
- *The worker helped us to navigate the system from beginning to the end.*
- *It is difficult to contact services myself due to language barriers and I do not know how to use interpreting services.*
- *The worker taught us how to contact services ourselves.*
- *It is very easy to contact the worker as she responds quickly by "WeChat" or text messages in my language.*
- *We are completely satisfied and trust MIC services.*
- *Your program is so helpful, I will recommend it to other people in a similar situation.*
- *The program is very important especially for people who do not speak English and have no knowledge of services in Australia.*
- *The worker understood our needs and helped us access services.*
- *We thank the Government for all its' assistance as we could not access such services in our own country of birth.*

Community Visitors Scheme (CVS)

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 2020/2021, 29 Home Care Package recipients, and 5 residents in aged care homes received MIC community volunteer visits under the CVS program. The MIC has 39 volunteers comprising 19 languages including Arabic, Cantonese, Dari, Farsi, French, German, Greek, Hindi, Hokkien, Italian, Macedonian, Mandarin, Shanghainese, Singhalese, Spanish, Tagalog, Tamil, Urdu, and Vietnamese.

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.

COVID-19 pandemic lockdowns and restrictions continue to impact face-to-face volunteer visits. However, non-physical virtual visits via telephone, Facetime, WeChat, WhatsApp, etc. allow for continued provision of support and social connection to program participants.

National Community Connectors Program (NCCP)

The National Community Connectors Program (NCCP) was funded by the Federation of Ethnic Communities Council of Australia (FECCA) to support people with disabilities from Culturally and Linguistically Diverse (CALD) backgrounds to understand and engage with the National Disability Insurance Scheme (NDIS). The 12-month program was established in recognition that people with disability from CALD communities face additional barriers to accessing the NDIS. The main purpose of the program was to reduce these barriers and support participants to achieve their goals.

A total of 35 referrals were received throughout the year. To establish the program and advise CALD communities about the program, the NCCP team delivered a series of information sessions in partnership with MIC settlement caseworkers, attended disability support and CALD network meetings, promoted the program to ethno-specifics associations, community leaders and service providers across the region such as health and welfare services, counselling and disability services.

The client's feedback indicated that more than 80% understood NDIS and the meaning of disability (based on NDIS requirements) better through the program and 99% were completely satisfied with the help they received from MIC. The funding for the program concluded in July 2021.

TRAINING AND PARTNERSHIPS

Workshops and Forums

In 2020/2021, MIC staff delivered 8 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 155 staff from local services attended the workshops. MIC staff organised and delivered a series of two forums for local service providers on Refugee and Humanitarian Visas and Entitlements. Topics covered included the Australian Refugee and Humanitarian Program,



Special Humanitarian Program, Other Visa Programs, Temporary Protection Visas and Safe Haven Enterprise Visas, asylum seeker visas, entitlements and support services, the Family Migration Program, Citizenship, the Visa Entitlement Verification Online system (VEVO) and Work Rights.

MIC also provided training on request to a range of community service providers on nine occasions. Topics covered included varied topics such as Cultural Awareness Training and Diversity in Practice.

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, SETS Community of Practice meetings, Maroondah Partners in Community Health and Wellbeing Committee and Roadsaf Eastern Metro.

THE YEAR AHEAD

In 2021/2022, MIC will continue to support individuals, families and communities from diverse backgrounds, while continuing to support local agencies to best meet their needs. We recognise the tremendous toll the pandemic has had on our clients, multicultural communities and our partner agencies across eastern Melbourne and we look forward to continuing to support our communities by establishing a greater complement of programs and services to best meet local needs.

The year will see the establishment of the MIC's new suite of employment services for CALD jobseekers, including our new Jobs Victoria Mentor Program and Community Employment Connector Program. These services will work alongside our settlement and community capacity building teams, offering a comprehensive service for CALD jobseekers in the region.

MIC will also focus on a range of new initiatives to prevent violence against women from CALD backgrounds, as well as programs and services to better support victim-survivors of family violence, and their families to access culturally responsive and inclusive mainstream services. This will include work with individuals and families, as well as work with migrant and refugee communities, community and faith leaders and mainstream family violence service providers.

We look forward to supporting our community to move beyond the challenges of COVID-19 and into a more positive year for all. In 2021/2022, our work will include:

Client Services for Individuals and Families

- Providing casework services to people from refugee backgrounds and family stream migrants with low English language proficiency to support their settlement in the EMR, including specific services for young people aged 12 to 25 years.
- Providing an outreach service at four local secondary schools as well as to students studying at Swinburne TAFE, Croydon Campus.
- Providing migration advice to individuals hoping to sponsor relatives to join them in Australia.
- Providing employment services to assist people to find suitable work and stay employed.
- Providing employment and education pathway advice and referral to mainstream employment services.
- Providing counselling to women from CALD backgrounds who have experienced, are experiencing or are at risk of experiencing family violence.
- 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.
- 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.

- 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.

Services for Migrant and Refugee Communities and Groups

- 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 and building capacity amongst refugee leaders and communities to better understand and promote gender equality.
- Providing a range of programs to support young people aged 12 to 25 years from refugee and family stream migrant backgrounds including sports activities, leadership programs, young men's and young women's groups, excursions, employment programs and holiday programs.
- Delivering four weekly playgroups for parents and grandparents from refugee and family stream migrant backgrounds and their preschool aged children/grandchildren.
- Holding four weekly homework support programs for secondary and primary school students.
- 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 service providers 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 services, attending a range of local networks and working collaboratively on joint projects.
- Providing advice and resources to agencies as required.

DIRECTOR'S REPORT

The Directors present this report on the Migrant Information Centre (Eastern Melbourne) (MIC) for the financial year ended 30th June 2021.

Directors

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

Mr Tony Robinson (Chairperson)

Ms Rebecca Burdon

Mr Sudharma Hiremath

Mr Kai Leung

Mr Mark Melican

Ms Lisa Dean

Mr Johnathon Mitchell

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 the principal activities of the Migrant Information Centre (Eastern Melbourne) 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 4571 occasions to 1269 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.
- 176 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.
- 59 clients were assisted with migration advice.
- 87 individuals and families were assisted with housing and tenancy related matters and private rental housing was secured for 26 families.
- Assistance was provided to 251 people aged over 65 years to access the Commonwealth Home Support Program and other aged care and support services.
- Assistance was provided to 46 people aged under 65 years with a disability to access disability services.
- Volunteers were matched with and visited 24 socially isolated older people living in residential care facilities or at home with the support of Commonwealth funded Home Care packages.
- Assistance was provided to 35 clients to support them to access or engage with the National Disability Insurance Scheme (NDIS).
- Fourteen women who had experienced, were experiencing or were at risk of family violence received family violence counselling.

- 69 information sessions were held for 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 100% in satisfaction.
- 4 weekly homework support programs were provided –three for primary school students in Croydon, Ringwood and Mooroolbark and one for secondary school aged students on a weekly basis during school terms. During the year, the programs were facilitated online during the lockdowns and face-to-face when restrictions allowed for gatherings. An average of 29 students attended the programs on a weekly basis. The groups were supported by over 12 volunteers.
- 4 weekly playgroups were held during school terms, four for families from multicultural backgrounds with an average of 8 people attending each session and two for Chinese grandparents and their pre-school aged grandchildren, with an average of 15 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 and a music program.
- 15 healthy lifestyles programs were held with an average of 15 participants per session.
- 2 driver education programs were held to assist clients from refugee backgrounds to learn the road rules and obtain their driver's licence.
- 39 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 Tony Robinson, Chair

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

Prior to Chairing the Ausgrid reset Customer Panel, Tony led the AustNet Services Customer Forum. This followed over five years at the Brotherhood of St Laurence. Before that he served as Member for Mitcham in the Victorian parliament, culminating as 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.

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.

Ms Lisa Dean, Secretary

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.

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 he 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, and 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 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 Johnathon Mitchell

Appointed 01/04/2020

Johnathon is a Youth Services Manager at AMES Australia.

Company Secretary

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 Tony Robinson	11	10
Ms Rebecca Burdon	11	6
Mr Sudharma Hiremath	11	10
Mr Kai Leung	11	11
Mr Mark Melican	11	10
Ms Lisa Dean	11	11
Mr Johnathon Mitchell	11	3

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 2021 the number of members was 12. The total members' guarantee amounted to \$120 (2020: \$150).

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



Mr Tony Robinson, Chair

Dated this 28th October 2021

FINANCIAL REPORT

Statement of Comprehensive Income for the Year Ended 30 June 2021

	2021 \$	2020 \$
REVENUE FROM ORDINARY ACTIVITIES		
Department of Home Affairs	1,485,456	1,611,889
Department of Health	297,419	170,701
Department of Health and Human Services City of Boroondara	126,226	234,604
City of Knox	-	6,666
City of Monash	6,304	8,989
City of Manningham	9,000	9,312
City of Whitehorse	10,191	1,809
City of Maroondah	2,658	-
Donations and Fundraising	1,960	2,500
Department of Premier and Cabinet	4,200	4,569
Federation of Ethnic Communities Council of Australia	522,879	426,882
Vic Roads	116,819	-
Yarra Ranges Council	23,715	6,186
Interest	32,918	14,482
Government Initiatives	2,080	9,320
Other Income	50,000	50,000
	26,240	(43,641)
TOTAL REVENUE	2,718,065	2,514,268

**Statement of Comprehensive Income
for the Year Ended 30 June 2021**

EXPENSES	2021	2020
	\$	\$
Employee Benefits Expenses		
Professional Development	4,329	6,617
Staff Recruitment	1,435	265
Superannuation	190,631	188,988
Wages & Salaries	1,869,661	1,750,751
Holiday Pay	158,384	154,967
Work Cover	16,207	10,663
Long Service Leave	25,261	32,386
Total Employee Benefits Expenses	2,265,908	2,144,637
Depreciation Expenses	7,840	14,880
Other Expenses from Ordinary Activities		
Audit	5,549	5,500
Board Expenses	230	1,855
Bank Charges	643	146
Computer System (excl capital expenses)	11,325	19,442
Dues & Subscriptions	4,726	5,074
Office Equipment	8,861	2,984
Insurances	7,945	1,236
Motor Vehicle Expenses	5,852	21,834
Photocopier	980	3,777
Postage	1,507	1,631
Rent & Utilities – Office	65,454	73,222
Stationery	3,316	4,286
Telephone	8,289	16,631
Service Delivery - Interpreting & Translating	39,453	80,341
Service Delivery - Meeting Expenses	146	205
Service Delivery - Direct Client Support	90,946	35,745
Service Delivery - Printing	327	2,410
Service Delivery - Volunteer Expenses	-	1,689
Venue Hire	13,934	23,084
Facilitators/Speakers Payment	37,808	20,566
Catering/Refreshments	4,051	14,302
Transport Subsidies/Expenses	1,352	921
Other Expenses	38,584	65,630
Total Other Expenses	351,278	402,511
TOTAL EXPENSES	2,625,026	2,562,028
Current Year Surplus/(Deficit)	93,039	(47,760)
Other Comprehensive Income		-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	93,039	(47,760)

The accompanying notes form part of these financial statements.

Statement of Financial Position for the Year Ended 30 June 2021

ASSETS	2021	2020
	\$	\$
Current Assets		
Cash On Hand		
Cheque Account NAB 56-094-8094	1,907,257	1,132,279
Settlement Support Fund 6511	531	280
Business Maximiser Acc 4893	10,958	10,934
Term Deposit NAB 13-613-4593	-	200,000
Petty Cash	659	659
Total Cash on Hand	1,919,405	1,344,152
Receivables	71,863	331
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	320,000	120,000
Total Current Assets	2,311,268	1,464,483
Fixed Assets		
Computer Equipment		
Computer Equipment at Cost	12,598	12,598
Less Accumulated Depreciation	(12,598)	(12,598)
Total Computer Equipment	-	-
Furniture & Fixtures		
Furniture & Fixtures at Cost	24,259	24,259
Less Accumulated Depreciation	(22,243)	(21,377)
Total Furniture and Fixtures	2,016	2,882
Fax & Photocopier Equipment		
Fax & Photocopier Equipment at Cost	9,000	9,000
Less Accumulated Depreciation	(9,000)	(9,000)
Total Fax & Photocopier	-	-
Motor Vehicle		
Motor Vehicle at Cost	62,788	62,788
Less Accumulated Depreciation	(50,587)	(43,613)
Total Motor Vehicle	12,201	19,175
Total Fixed Assets	14,217	22,057
TOTAL ASSETS	2,325,485	1,486,540

**Statement of Financial Position
for the Year Ended 30 June 2021**

LIABILITIES	2021 \$	2020 \$
Current Liabilities		
Trade Creditors	19,561	13,720
Grants in Advance	1,213,829	535,524
FBT Salary Sacrifice	6,085	5,885
GST Liabilities	42,180	(19,825)
Payment in arrears	27,896	18,190
Holiday Pay Accrual	169,211	142,253
Superannuation	44,420	44,106
Long Service Leave	261,173	299,266
PAYG Withholding	46,270	43,592
Provision – Auditor	5,500	5,509
Provision – Recruitment	1,586	1,586
Total Current Liabilities	1,837,711	1,089,806
Non-Current Liabilities		
Long Service Leave	29,372	31,371
Total Non-Current Liabilities	29,372	31,371
TOTAL LIABILITIES	1,867,083	1,121,177
NET ASSETS	458,402	365,363
EQUITY		
Retained Earnings	365,363	413,123
Current Year Surplus/Deficit	93,039	(47,760)
TOTAL EQUITY	458,402	365,363

The accompanying notes form part of these financial statements.

**Statement of Changes in Equity
for the Year Ended 30 June 2021**

	\$ Retained Earnings	\$ Total
Balance 1 July 2019	413,123	413,123
Surplus for the year	(47,760)	(47,760)
Balance 30 June 2020	365,363	365,363
Surplus for the year	93,039	93,039
Balance 30 June 2021	458,402	458,402

The accompanying notes form part of these financial statements.

**Statement of Cash flow
for the Year Ended 30 June 2021**

	Note	2021 \$	2020 \$
Cash Flow from Operating Activities			
Receipts from Government Grants		3,313,149	2,316,885
Miscellaneous Income		220,201	(39,072)
Interest Received		2,080	9,320
Payments to Suppliers and Employees		<u>(2,760,177)</u>	<u>(2,573,668)</u>
Net cash (used in)/generated from operating	7	775,253	(286,535)
 Cash Flows from Investing Activities			
Proceeds from Disposal of Financial Assets	(200,000)		200,000
Payments for Property, Plant and Equipment	-		(4,498)
Net cash (used in)/generated from investing activities		<u>(200,000)</u>	195,502
Net increase / (decrease) in cash held		575,253	(91,033)
Cash at beginning of period		1,344,152	1,435,185

Notes to the Financial Statements for the year ended 30 June 2021**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 2021. 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 3. 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 4: 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:

	2021	2020
	\$	\$
Audit of the financial statements	5,400	4,850
	5,400	4,850

Note 5: Events Subsequent To Reporting Date

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 6: 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. 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 7: Cash Flow Information**Reconciliation of cash flows from operations with operating surplus:**

	2021	2020
	\$	\$
Operating Surplus	93,039	(47,760)
Non-cash flows in operating surplus:		
– Depreciation	7,840	14,880
– Provision for Salary in Arrears	9,705	17,279
– Increase/(Decrease) in Auditor Provision	(9)	509
Changes in Assets and Liabilities:		
– Decrease/(Increase) in Receivables	(71,532)	6,085
– Decrease/(Increase) in Payment in Advance	-	19,520
– Increase /(Decrease) in Trade Creditors	5,841	(2,659)
– Increase/(Decrease) in Grant in Advance	678,305	(233,220)
– Increase/(Decrease) in Payroll Liabilities	(13,134)	(23,344)
– Increase/(Decrease) in GST	65,198	(37,825)
– Cash flows (used in)/provided by operating activities	775,253	(286,535)

Note 8: Entity Details

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

Director's Declaration for the Year Ended 30 June 2021

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 2021 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

On behalf of the directors



Mr Tony Robinson
Chairperson



Ms Lisa Dean
Secretary

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been:

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



Matthew Hung, CA
rdl.accountants

8 November 2021
Blackburn, Victoria

