

Migrant Information Centre
(Eastern Melbourne)

2022
2023

ANNUAL REPORT



MIGRANT INFORMATION CENTRE
eastern melbourne



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Migrant Information Centre (Eastern Melbourne) Annual Report 2022-2023

November 2023

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CHAIR AND CEO'S REPORT



In the ever-changing environment that was 2022-2023, the Migrant Information Centre (Eastern Melbourne) (MIC) has demonstrated an ongoing commitment to service excellence and positive outcomes for individuals, families and communities from refugee and migrant backgrounds. Having concluded our first full year of 'business as usual' following COVID-19 disruptions we

would like to particularly thank staff, volunteers and service users for their resilience, and willingness to adapt during this time.

MIC has achieved significant outcomes across our range of programs and services during the year, from settlement support services for those newly arrived in Australia, to community development initiatives with more established migrant and refugee groups, and service access programs supporting older people and those living with a disability (and their carers).

Of particular note is the substantial impact of the MIC's *Jobs Victoria Mentor Program (JVMP)* which sought to engage job seekers from CALD backgrounds who were facing significant barriers to entering the workforce. Exceeding all expectations, the MIC supported 223 individual job seekers throughout the term of the program and importantly, secured the placement of long-term employment for 91 people.

Other significant project work involves the MIC's development of the *Working Together* project, in partnership with FVREE (formally EDVOS). This collaboration has resulted in the development of a co-case management model to support victim-survivors of family violence from newly arrived refugee and migrant backgrounds to better access the supports they need. The MIC is proud to lead this important initiative.

Last, but by no means least, the *Engaging CALD Youth in Eastern Melbourne (ECYEM)* project has allowed MIC to support 435 young people from refugee and migrant backgrounds who were disengaged or at risk of disengagement from education, family and/or community. This has been achieved through the implementation of regular after-school sports, music and arts activities and provision of one-to-one counselling/casework support. The value of engaging young people through this program using this model cannot be underestimated, and again, we are proud of the positive outcomes achieved.

The MIC is disappointed that funding for these programs will come to an end in 2023-2024 and we will continue to advocate for these, and other programs and funding sources to meet the identified needs of the migrant and refugee communities we support into the future.

In early 2023, MIC was thrilled to host the Federal Immigration Minister, the Hon. Andrew Giles MP who attended MIC offices along with local Federal Member for Chisholm, Carina Garland. The Minister and Ms Garland spent the morning meeting with MIC staff and Directors, learning about the challenges and successes of MIC settlement and other programs and engaging in discussions of how MIC makes a positive contribution within the local community here in Eastern Melbourne.

We are proud to report continued financial sustainability during the year, however we do acknowledge the challenging economic downturn and environment in which we currently operate. In this respect, the Board and CEO are working together to commence the development of a three-year Strategic Plan. While there is funding uncertainty to be navigated, we are clearly focused on ensuring our Board and operational activities maximise MIC's capability to adapt and thrive into the future.



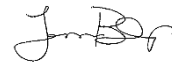
We would like to recognise the important work of the Board Directors both past and present, who volunteer their

time and expertise. Their contribution is invaluable and ensures that the MIC remains a well-governed organisation. A special thank you to Tony Robinson, the outgoing Chair for his leadership and commitment over the past 3 years as Chair, and more than 7 years on the Board. Thank you also to outgoing Directors Alyssa Owens (1.5 years) and Mark Melican (8 years) for their service and contributions. It is very much appreciated.

The Migrant Information Centre (Eastern Melbourne) 2022-2023 Annual Report provides a picture of MIC's reach across a diversity of program streams. We are very thankful to our Commonwealth, State and Local Government Departments that fund our work, our philanthropic partner organisations including the Blackburn South Community Bank and the Rowe Family Foundation, and the people and communities who trust us with their care. Most of all, we would like to thank our wonderful staff and volunteers without whom this work would not be possible.



Lisa Dean Chair)



Jessica Bishop (CEO)

20th November 2023

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 CALD families and individuals;
- to deliver post arrival services relevant to new migrants and refugees in the Eastern Region, as to ensure effective local settlement and orientation;
- enhance direct provision of settlement services to migrants in the Eastern Melbourne Region (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 CALD individuals, families and communities 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 individuals and families from CALD



backgrounds by mainstream agencies within the region and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for people from CALD backgrounds 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;
- provide support and assistance to CALD community leaders and groups in the region, including auspicing groups where appropriate to undertake activities that reflect the values and objects of the MIC, where they do not have the means to apply for funding or facilitate activities on their own;
- 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 2022/2023, MIC employed 49 staff. Between them they speak over 20 different languages. The role of each staff member is detailed below.

1. Jessica Bishop – CEO
2. Judy McDougall – Senior Project Officer
3. Mei Hui – Community Programs Coordinator
4. Jacquie Arulanandam – Settlement Program Coordinator
5. San San Aye – Playgroup Facilitator
6. Wesley Bawia – Settlement Worker/Strategic Partnerships Program Worker
7. Ruth Bignell – Family Violence Counsellor
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. Ngun Cer Cin – Project Worker
14. Mervat Dahdoule – Volunteer Coordinator/Community Visitors Scheme Worker
15. Nim Yan Fung – Bicultural Support Worker
16. Jing Hua Guo – Bicultural Support Worker
17. Zang Kho Khai (Steven) Haukip – Settlement Worker
18. Lian Ding Hmung – Community Employment Connector/Settlement Worker
19. Tial Hnem – Settlement Worker/Project Worker
20. Amber Huang – Settlement Worker/Project Worker
21. Ezgi Ilhan – Project Worker
22. Geraldine Jeremiah – Access and Support Program Worker
23. Rohan Joshi – Youth Settlement Worker
24. Alexia Keskerides – Youth Settlement Worker
25. Deedar Khudaidad – Access and Support Program Worker
26. Daniel Lian – Settlement Worker/Housing Worker
27. Sang Hu Lian – Community Employment Connector
28. Safieh Loulagar – Settlement Worker/Migration Agent
29. Shani Maheshi – Youth Counsellor/Advocate
30. Esera Maung – Settlement Worker



31. Sophie McKenzie – Settlement Worker/Project Worker
32. Khuang Mang – Strategic Partnerships Program Worker
33. Jessica Ness – Strategic Engagement Coordinator
34. Juliet Noonan – Settlement Worker/Project Worker
35. Mehul Patel – Settlement Worker/Driving Program Coordinator/Access and Support Worker
36. Sa Law Eh Pe – Bicultural Support Worker
37. Marijo Pozega – Settlement Worker (Family Support Specialist)
38. Lingzhi Ruan – Project Worker
39. Sian Kap Sang – Bicultural Support Worker
40. Sawm Suante – Settlement Worker
41. Ciin Khan Huai Sukte – Jobs Victoria Mentor
42. Van Bawi Lian Sunthang (Liente) – Jobs Victoria Mentor
43. Linda Tan – Access and Support Program Worker
44. Robyn Tan – Homework Support Program Facilitator/Settlement Worker
45. Marguerite Ton – Settlement Worker
46. Pannamy Touch – Youth Settlement Worker
47. Elisa Yeung – Settlement Worker
48. Houra Zare Lavassani – Settlement Worker/Strategic Partnerships Program Worker
49. Wanling Zhang – Access and Support Program Worker/Migration Agent



Our Volunteers

In 2022/2023, 42 MIC volunteers provided support to MIC clients across a range of programs and activities. These 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, provide conversational English language support, one-to-one tutoring of secondary school aged students, supporting MIC to deliver material aid to clients, and provision of administrative support in the MIC 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, and excursions.

MIC acknowledges and extends our deepest appreciation for the contribution MIC volunteers play in assisting us to deliver our programs, and their essential role in helping MIC clients.

Student Placements

In 2022/2023 MIC supported 6 students to undertake a student placement with MIC. Students were studying Bachelor of Community Services, Diploma of Community Services and Diploma of Youth Work courses. MIC thanks the students for their contributions to the work of the MIC.

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 that their settlement needs and experiences are different to the needs of their parents and families.

Casework & Referrals

A total of 778 clients received SETS casework support across 4,261 sessions; 721 were low intensity clients and 165 medium intensity clients. A total of 458 referrals were made: 376 external and 82 internal referrals. 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.

Clients requiring low intensity casework support generally present with the knowledge and skills required to settle into their new community with minimal assistance. MIC assisted a total of 721 low intensity clients across 3,153 casework sessions. 89% of clients indicated their casework support helped them settle in Australia with 92% stating their caseworker gave them a better understanding of what they needed to do to resolve their issues. A total of 91% of clients stated the casework support addressed the issues they were experiencing with 70% indicating the support taught them how to solve problems on their own.

“I really appreciate all the things MIC helped me with”

“My caseworker helped me to gain connections to get employed”

Employment Casework Services

MIC assisted 67 clients with education support which included assistance to access tertiary education pathways, accessing appropriate apprenticeships and recognition of prior learning/qualifications, which supported clients in their job readiness and contributed to their employment pathway success. Through this support 103 sessions were provided with 38 referrals made – 30 external and 8 internal referrals.

Feedback from clients who received employment casework indicated that all clients felt talking to their caseworker gave them a better understanding of what they needed with 92% stating the support offered also built their capacity to resolve issues on their own. A further 89% of clients indicated that the support provided increased their understanding of other services and how they can access them with 92% stating that MIC’s support has assisted them in their settlement.

Migration Casework Services

MIC employs 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 144 clients were assisted with migration support across 202 sessions. 96% of clients indicated that talking with the MIC migration agent gave them a better understanding of what they needed with all clients stating the migration agent helped them address their needs. 75% of clients stated the support provided increased their understanding of other services and how to access them with 94 % stating they feel confident to access these services on their own.

Housing Casework Services

The MIC Housing Program assists individuals and families to find private rental housing by identifying their preferred location, household composition and how much rent they can afford to pay, sourcing rental housing options online, 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 responsibilities, as well as the private rental system and processes in Australia. The program also 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 often do not have a rental history in Australia and who might lack English language proficiency. Clients are also assisted to apply for public housing and social housing and/or referred to crisis accommodation providers where required.

“MIC services help a lot, especially being able to settle in Australia”

A total of 110 clients were assisted with housing related issues over 307 sessions. During this time the MIC housing service was able to secure private rental housing for 23 families. The program was significantly impacted by the rising cost of living, low vacancy rates and the lack of affordable private rental housing.

MIC collected feedback from clients being supported to secure private rental housing as well as those who were supported to access public and social housing. Of the clients being supported through private rental, 93% stated the support they received gave them a better understanding of what they needed to do to resolve their housing issues with 95% stating they had an increased understanding of the responsibilities of tenants and landlords. 75% of clients indicated that the MIC addressed their housing needs and a further 96% stating the support they received helped them in their settlement.

For clients supported through the social housing system, 79% of clients stated the support they received gave them a better understanding of what they needed to do to resolve their housing issues with 91% indicating MIC helped them to understand their housing options. A further 91% of clients stated that the support provided helped them to understand how the public housing system worked and that they learnt about other services such as Office of Housing where they could go for assistance.

Information Sessions

Information sessions are delivered to newly arrived groups to build greater understanding and increased capacity to respond to various settlement issues and learn about available services and how to access them. From July 2022 to June 2023, MIC facilitated 65 information sessions which were delivered to a total of 1,205 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo, Arabic speaking groups and others from mixed language-group backgrounds.



Session topics were identified by considering the needs expressed by clients and communities through casework and client feedback, and by identifying current issues impacting local communities or groups. Information sessions were then planned and delivered to best meet these needs and assist participants to successfully settle in Australia. Some session topics covered in the information sessions included housing information sessions, *Resuscitate a Mate* water safety, fire safety, understanding the Victorian state election, mental health, understanding welfare services in Australia, migration processes, Australian culture and government, and money management. Sessions were held in partnership with multiple local community service and government agencies including Berry Street, Eastern Community Legal Centre, Life Saving Victoria, Services Australia, Multicultural Centre for Women's Health, Victorian Consumer Affairs, Victorian Electoral Commission, Metropolitan Fire Brigade and CRISP.

Excursions

MIC conducted 6 community excursions in 2022/2023 with the Karen, Arabic speaking, Iranian, Zomi/Tedim Chin, Falam Chin, Hakha Chin and Mizo communities with a total of 149 participants. MIC partnered with RAR (Rural Australian for Refugees) in organising an excursion for the Karen community to experience and learn more Australia wildlife. Melbourne city excursions were organised with the Arabic speaking, Iranian and Zomi/Tedim Chin communities where they learnt how to travel into the city by public transport, discovered new places within with city and experienced the Christmas festivities in the city. These excursions were family-friendly days that saw community members of all ages coming together and learning how to access and experience different parts of the city. This is significant for our SETS clients who largely live in outer-eastern Melbourne, therefore discovering new places and learning how to travel using public transport.



MIC also collaborated with Life Saving Victoria to deliver a beach excursion for the Hakha Chin community. A total of 41 people participated with the family-friendly day focusing on water and beach safety. The Falam Chin and Mizo community visited Scienceworks and MIC partnered with Nunawading Community Gardens to take the Chinese seniors on a day out to a local community space.

Swimming Program



MIC delivered an 8-week swimming program with children from the Karen community. The program was delivered in partnership with Aquahub Swimming Pool in Croydon with 11 children aged 8-13 years participating. The program focused on water safety, learning basic swimming skills, learning about their local swimming pool and how to access and use the pool with their families in the future. 91% of children said they felt more confident in the swimming pool after attending, with parents stating they learnt more about their local pool

and how to access it. 91% of participants felt the program increased their knowledge of water safety and all participants stated the program encouraged them to be more physically active.

Parenting Programs

MIC conducted 6 parenting programs in 2022/2023, delivered to Hakha Chin, Karen, Zomi/Tedim Chin, Falam Chin, Mizo and mixed- language groups with a total of 79 participants attending.

Session topics included understanding parenting in Australia, cyber safety, and supporting disengaged young people which was delivered in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program. The programs showed positive results with 94% of parents indicating the program answered their questions on parenting, giving them a better understanding of their children's needs. 98% of participants indicated they learnt of other services and gained a better understanding of how they operated. All parents stated having a better understanding of their children's needs after attending the programs with 96% feeling more confident in their parenting and stating the information assisted them in their settlement.

Australian Education System Programs

Six sessions were held to help community members understand the Australian education system. Sessions were delivered to the Chinese, Karen, Hakha Chin and mixed languages groups with a total of 73 people participating. Some of the topics covered included: understanding the secondary education system, and children transitioning from kindergarten to prep/primary school, which was delivered to parents of young children attending the MIC playgroups.

Feedback from participants indicated 98% clients felt the sessions helped to answer their question and address their needs with 95% stating that the information provided increased their understanding on other services and how they operate. 95% of clients indicated the sessions increased their understanding of the Australian education system with all participants stating the program assisted them in their settlement.

Healthy Lifestyles Programs

MIC conducted eleven healthy lifestyles programs which were delivered to the Chinese, Falam Chin, Mizo, Iranian, Hakha Chin communities and mixed-languages groups with a total of 121 people participating. These programs were designed to educate participants about healthy lifestyles and promote behaviour change through a variety of activities. Topics covered included gardening workshops, cooking demonstrations, simple exercise to do at home, healthy eating, mental health, and dental hygiene. Some sessions were facilitated in collaboration with



other services, including EACH, Bunnings Warehouse and Women's Health East. 96% of participants indicated having a better understanding of health services in Australia after attending, with 98% stating the session helped them understand how to live a healthier life. 96% stated the session gave them ideas of healthy activities they could try on their own, with 98% indicating the program assisted them in their settlement.

“学习了种 新知识，结
识了新朋友，很开心！”

“I am so happy with the program. I gained some new knowledge about growing plants and I made some new friends.”

Primary School Homework Support Programs

PARENT:
“My child improved in learning English and maths a lot by coming to the program.”

MIC conducted 2 primary school homework support programs, facilitated by SETS staff and volunteer tutors. The programs were delivered to children attending Croydon Primary School and Great Ryrie Primary School. The program was able to exceed the target of the number of sessions held after school delivering 70 after-school homework sessions across the two schools. The program assisted primary school aged students with homework and supported their learning competencies. Topics covered included practicing speaking, listening, reading, and writing in English, numeracy, research for assignments and using computers and the internet safely.

The program collected feedback from students, parents, and teachers to assess the impact of the program. A total of 76% of students indicated they were happy with the program - 85% advised that they had increased confidence and felt happy to talk to their teacher when they needed help. The two homework programs received positive feedback from parents with all parents indicating the program helped their child in their schoolwork, became more confident and helped them as parents to gain a better understanding about the Australian school system. Teachers from both schools also indicated positive feedback with all finding the program beneficial for students and seeing an overall improvement of student performance in class. A total of 94% of teachers indicated improved English amongst students and noticed they had become more confident in the classroom because of the program.



Playgroups



MIC delivered four playgroups consisting of 148 sessions collectively. There were two playgroups delivered for grandparents from Chinese backgrounds and their grandchildren, and two multicultural playgroups with most participants being from Zomi/Tedim Chin, Karen, Falam Chin and Hakha Chin backgrounds. The playgroups provided an opportunity for parents and grandparents from migrant and refugee backgrounds and their preschool aged children/grandchildren to come together in a fun, safe and supportive environment. The groups aim to build social relationships with others for both adults and children, practice speaking English, learn about child development and early childhood education in Australia and learn play ideas and activities to implement at home.

The programs showed positive results with all parents stating their children enjoyed the playgroups and that it was a helpful program for their family in their settlement. All parents felt the program supported them in their role as parents/grandparents in Australia and they learnt about other services in their community through the program. Parents also stated they gained knowledge on how to look after their children and felt more confident to try play activities they have learnt through the program at home. All parents stated the program was a place where they engaged with new people and 88% indicated that the program helped them to improve their English

Children's Holiday Programs

MIC facilitated six holiday programs for children aged 6-12 years, with a total of 80 children participating. Children's holiday programs aim to provide a fun, safe, recreational activity for children that they might not otherwise experience, enable them to meet MIC workers, socialise with other children, practice their English and make new friends. Participating in MIC Holiday Programs supports the settlement of children by allowing them to relay their holiday experiences to friends and teachers when they return to school, supporting them to better fit in with peers as they adjust to life in Australia.

In 2022-2023, holiday programs included a pool day at Aquahub in Croydon co-facilitated with Life Saving Victoria, an activity day at REALM Ringwood Library, two excursions to Strike Bowling in Ringwood, an Arts Program co-facilitated with Maroondah City Council, and an excursion to 'Inflatable World'.



Driver Education Program

MIC's Driver Education program in partnership with VicRoads aimed to build participants' understanding of Australian road rules and responsibilities, understanding the dangers of drink and drug driving and maintaining road safety.

Two driver education programs were delivered consisting of a total of 12 sessions to participants from Hakha Chin, Zomi/Tedim Chin, Burmese and Falam Chin speaking communities. On completion of the programs each participant received 10 subsidised driving lessons with a registered driving instructor.

The program received positive feedback with all participants indicating the program helped to answer their questions about driving safely in Victoria. 96% stated that the program helped them learn more about other services such as VicRoads and Victoria Police and how they can access these services on their own. All participants felt the program increased their understanding of the road rules in Australia which has assisted them in their settlement.

YOUTH SETTLEMENT PROGRAMS

Youth Swimming Program

MIC delivered an 8-week swimming program in collaboration with Aquahub Swimming Pool to 23 young people ranging from 11 to 20 years. The program aimed to increase participants' confidence in the water, learn about water safety and introduce them to a new, low-cost recreational activity.

The program received positive feedback with 75% of young people feeling more confident in the water, 88% indicating the program increased their understanding of water safety, and 85% stating they learnt about their local pool because of the program. 100% of participants stated they felt more confident to access the pool on their own in the future after participating in the program.



Young Leaders Program

The Young Refugee Leadership program provided an opportunity to build the capacity and confidence of young people to become leaders. The program ran over 2 days with 12 young people participating from Persian, Burmese, Filipino, Hakha Chin, Vietnamese, Mizo, Falam Chin, Arabic, and Zomi/Tedim Chin speaking-backgrounds.

The first day of the program was conducted at EV's Youth centre in Croydon which focused on how young people viewed their identity within themselves and in their community, qualities in leadership, how to step up and take initiative and the barriers to leadership. The second day saw young people take public transport into the city to demonstrate leadership skills through group game that took place across the city of Melbourne. The game focused on communication, problem solving, conflict resolution, building

social connections, all while visiting places of significance around Melbourne's CBD and navigating using public transport. Afterwards the group met at the Multicultural Hub where each participant reflected on their experiences.

The program received positive feedback with 71% of participants stating their skills had improved after attending the program and 86% felt the program gave them new communication skills they didn't have before. 86% stated they gained a better understanding of other organisations they could access for leadership opportunities with 71% stating the program helped them with ideas on how they could demonstrate their new leadership skills.

Youth Services Program

The Youth Services program was designed to expose young people to different youth and community services in their local area and how they can access them. The program was conducted in collaboration with Eastern Libraries which also delivered a digital literacy component alongside young people learning about the multiple services they can access in their local library.

Seven young people participated and positive feedback was received with 80% of participants stating the program helped them learn about other services and activities in their local area and how they can access them. The program was held during the school holidays and 60% of participants stated that the program helped them engage with new people and strengthen friendships.

Youth Driver Education Program

The Driver Education program for young people (Changing Gears) was conducted during the school holidays with 11 young people attending. The program was held in collaboration with the VicRoads Community Road Safety Program and was delivered as a three-day training program supporting young people affected by social and learning challenges, including where English is not their first language, to obtain their learner permit. The program provided driver education as well as support to understand and access VicRoads. MIC Youth Workers supported each participant to book, attend and obtain their learner permits. The program received positive feedback with 88% of participants indicating the program answered questions they had about driving with all participants stating 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 all participants gaining their learners at the completion of the program.

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. The program was delivered in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program through the medium of art therapy.

"I learnt about different ways to deal with difficult emotions."

Through group discussions, team building and hands-on creative activities, the program assisted participants to develop confidence, self-esteem, and 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 program over 6 sessions with 8 young people aged 14 to 20 years. All participants stated feeling proud of their multicultural identity with 57% stating they learnt different ways to explore and express their emotions and 63% stated the program helped them in their settlement.

Young Men's Program

The Young Men's program aimed to address issues young men from a refugee, or a migrant background are facing in their initial settlement. The program was delivered in collaboration with Melbourne City Soccer Club and was designed to increase resilience, cultural awareness, self-esteem and emotional wellbeing through interactive discussions and soccer-themed activities.

MIC conducted 6 sessions with young men from Iranian, Zomi/Tedim Chin, Falam Chin, Filipino, and Hakha Chin backgrounds. The program had positive feedback with all participants indicating that the program helped them learn about other programs and activities in their local area and how they could access them. 50% stated the program helped them engage with new people and strengthen friendships and 100% stated they felt comfortable to attend other MIC programs in the future.



Youth Volleyball Program

The Youth volleyball program was an additional program MIC conducted to engage young people in a fun, social activity, build rapport between MIC and the young people and help them connect with other people. MIC ran the sessions in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program at Ringwood Secondary College. The program helped to foster positive relationships among young people as well as school staff who regularly attended the program. The program received positive feedback with 91% of participants enjoying the activity and stating they would recommend the program to their friends. Positive rapport building with MIC Youth Workers was developed which assisted in the effectiveness of outreach casework taking place in the school with all participants stating that they felt more confident to attend other MIC programs.

Youth Soccer Program

MIC delivered a Youth Soccer program so that MIC youth workers could engage with young people that do not attend schools where MIC Youth Workers conduct regular outreach visits. The program aimed to create a positive, fun activity for young people to engage with MIC youth workers and build rapport alongside connecting with other young people. MIC ran the sessions in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program at Ringwood Action Indoor Sports Centre. The sports-themed program assisted in breaking down barriers with young people from various language groups. The program fostered positive relationships among the young people as well as with MIC Youth Workers who were able to provide casework support where needed.

The program received positive feedback with 91% of participants stating they felt comfortable to attend other MIC programs, and 85% stating that the program helped them to improve their physical and mental health. 81% of young people felt the program provided them with adequate support with 90% stating the program helped them connect with or make new friends.

Youth Employment Programs

The Youth Employment Program aimed to improve employability of young people, while helping them to understand how to apply for jobs and understand the expectations of employers in Australia. The program helped to develop the skills of young people in performing job searches, communication and interview skills, goal setting, and time and task management. MIC delivered 4 sessions with 11 young people from Melba College.

The program was facilitated in collaboration with Melba College, and the MIC Jobs Victoria Mentor Service (JVMS) and the Community Employment Connector (CEC) programs. This partnership allowed participants to learn about other support services and programs available to them to gain employment. As a result, some participants contacted the MIC SETS Youth Worker and were able to connect with the Jobs Victoria Mentor Service which provided individual support for people to become job ready and find suitable employment.

The program received positive feedback with all young people stating the information provided helped to increase their confidence in finding employment with 75% of clients stating they would tell their friends and family about what they had learnt. 75% of clients stated they learnt more about living in Australia because of the program with all participants indicating they made new friends.



Secondary School Homework Support Program

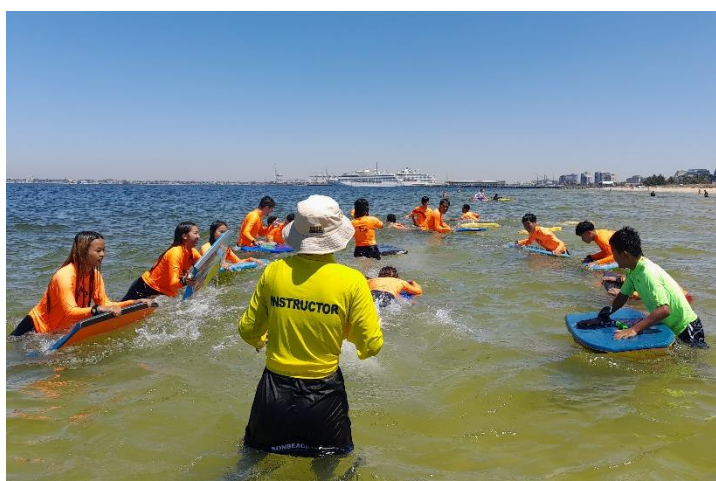
Two secondary school homework support programs were delivered consisting of 64 sessions. One program was facilitated face-to-face at REALM Ringwood library as a group program where students received support from volunteer tutors. This program supported young people to understand and complete their homework, improve their written English, reading and comprehension skills and develop study skills and routines. MIC SETS Youth Workers were present to support young people with other issues they needed assistance with. The second program was facilitated online matching each student with a volunteer tutor for one-on-one virtual homework support. This support was able to assist students with more specific needs and supported students who were unable to access the face-to-face sessions.

The program received positive feedback from students with all indicating the program helped them with their homework and assisted them to improve their school grades. Participants also stated that they spent more time studying and that they made new friends because of the program.

Youth Holiday Programs

MIC conducted three youth holiday programs with a total of 35 young people participating. Activities included a trip to Bounce in collaboration with YSAS Youth Services, a beach excursion with Life Saving Victoria and Barefoot Bowling at the Croydon Bowls Club.

The programs received positive feedback with all participants stating they learnt about new places and services in Melbourne and 88% stated that they felt confident to visit these places on their own or with family. 63% indicated becoming more confident to travel on public transport because of the program with all young people stating the program helped them to engage with new people and strengthen friendships.



EMPLOYMENT AND JOB SEEKER SUPPORT PROGRAMS

Jobs Victoria Mentor Program



The Migrant Information Centre (Eastern Melbourne) (MIC) facilitated the Jobs Victoria Mentor Program (JVMP) funded by Jobs Victoria from July 2021 to early October 2023. The MIC JVMP supported eligible jobseekers residing in the Eastern Metropolitan Region (EMR) from refugee and migrant backgrounds who faced significant barriers in gaining employment, including low English language proficiency, trauma or mental health issues, homelessness or risk of homelessness and family violence victims and survivors. The JVMP aimed to support people to become job ready and maintain sustainable employment for up to 6 months. MIC job mentors provided one-to-one support

to jobseekers, identifying employment goals and assisting them to address barriers they faced in securing employment. The mentors established ongoing partnerships with over 60 employers across many industries including administration, factory manufacturing, nurseries, hospitality, aged care, and disability support services to offer traineeship and job opportunities.

In 2022/2023 the work of the MIC JVMP included:

- Receiving 487 referrals from internal and external sources, with an average of 40 referrals received per month.
- Registering 223 jobseekers on the JVMP portal. The main languages spoken by jobseekers accessing the program were Arabic, Burmese, Hakha Chin, Falam Chin, Mandarin, Cantonese, Persian, Zomi and Vietnamese. Jobseekers were a mix of Australian Citizens, permanent residents and temporary visa holders.
- Placing 91 jobseekers into employment and supporting 65 jobseekers to maintain employment for at least 6 months.
- Engaging with 19 new employers to provide employment opportunities to MIC JVMP clients.
- Promotion of the MIC JVMP at career expos, conferences, and workshops, including MIC staff and clients presenting at the Statewide Jobs Victoria Conference in October 2022.



Community Employment Connector Program

The Community Employment Connector (CEC) program was funded by the Victorian Government, Department of Families, Fairness and Housing to provide culturally responsive and individualised support to help jobseekers facing barriers to entry and re-entry to employment pathways, particularly in the wake of the coronavirus (COVID-19) pandemic. It helped people aged 16 years and over from CALD backgrounds to understand available employment opportunities and training services via proactive outreach. It provided information and referred clients to relevant employment, training, education, and social support services.

A total of 219 clients were supported and referred to relevant employment, training, education, and social support services in 2022-2023 financial year despite Melbourne being in lockdown due to COVID-19 at the start of the program and several other social restrictions being in place for the first half of the year. Many clients were referred to the MIC Jobs Victoria Mentor Program that assisted jobseekers from CALD backgrounds to secure and maintain long term employment.

To establish and promote the program among CALD communities, the CEC provided outreach at libraries, shopping centres and community events, delivered information sessions in partnership with MIC Jobs Victoria Mentors and SETS caseworkers, met and consulted with community and faith leaders, attended Church-based youth activities and sent short text messages and surveys promoting the program to CALD communities in the Eastern Metropolitan Region.

Although the program was initially funded until June 2022, the Victorian Government, Department of Families, Fairness and Housing extended the funding period of the CEC program to June 2023.



FAMILY VIOLENCE PROGRAMS

In 2022/2023, the MIC Family Violence Working Group comprising MIC staff from SETS (including our SETS Program Coordinator, Specialist Family Support Worker and other SETS staff with an interest in family violence best practice), Family Violence Prevention Project Officer, Family Violence Counsellor, Working Together Project Officer and chaired by our Senior Project Officer, continued to work together to ensure consistent and holistic family violence service provision across MIC. The team works to implement best practice prevention and intervention work across the organisation, including ensuring coordination and consistent messaging within family violence programs, groups and sessions across the organisation, as well as driving the organisational alignment to the Multi-Agency Risk Assessment Framework (MARAM). In 2022/2023 the work of the team included continuing MIC's MARAM alignment through facilitating best practice and reflection, staff discussion groups and case discussions, creation and implementation of a new Family Violence Policy and working with external agencies including FVREE and The Orange Door to develop warm referral procedures and facilitated training on the unique needs of victim/survivors and people who use violence from newly arrived refugee and migrant backgrounds.

Women's Specialist Family Violence Counselling Program

MIC receives funding through the Victorian Department of Families, Fairness and Housing (DFFH) Specialist Family Violence Program to support women from CALD backgrounds who have experienced, are experiencing or at risk of experiencing, family violence. In 2022/2023, 22 women received one-to-one counselling related to their experiences of family violence. Counselling engagement ranged from short-term, solution-focused work requiring only 1-2 sessions right through to regular long term work monitoring risk and working with complex mental health concerns.

In addition to individual counselling work, in February and March 2023, a group program was held with 9 women from Iranian backgrounds that focused on respectful family relationships. The group provided a space for women to explore mental health, respectful family relationships including parenting, gender roles and identity in their community and families. The group aimed to be experiential, participant led, and responsive to the needs of the women involved.

Supporting Multicultural and Faith Communities to Prevent Family Violence

The *Supporting Multicultural and Faith Communities to Prevent Family Violence* Project is a 4-year project funded by the Department of Families, Fairness and Housing (DFFH). The aim of the program is to increase awareness of family violence and healthy relationships, promote gender equality, and break down traditional attitudes that contribute to the use of violence against women among refugee and migrant communities residing in the Eastern Metropolitan Region (EMR) of Melbourne.

Building on the first year's work, in 2022/2023, the second year of the project involved:

- Delivering a six-week Young Women's Group to Year 7 to Year 11 students from Chin backgrounds at Ringwood Secondary College. The group was facilitated by a MIC youth worker in partnership with Foundation House, with the goal of increasing participants' understanding of healthy relationships and affirmative consent - an average of 14 young female students attended each session.

- Two Couple's Groups, one Hakha Chin and one Zomi Couple's Group were held in partnership with Relationships Australia - five Hakha Chin couples participated and 7 Zomi couples. Feedback was positive with 100% of participants indicating that they were satisfied with the project and they had an increased understanding of healthy relationships.
- Two 6-week Men's Groups, aiming to increase participants' understanding of family violence and raise awareness of its harms to victims and children, were delivered to the Zomi and Falam Chin communities. A second Zomi Men's Group was held to build on their learning from Year 1 and an average of five participants attended each session. The one-day Falam Chin Men's Group included a volleyball competition and discussion on various family topics. The event attracted 29 participants, who came with their families on the day.
- The Hakha Chin and Zomi leaders' videos on respectful relationships were uploaded on YouTube. The Hakha Chin leader's video attracted 43 views and the Zomi leader's video attracted 123 views. Additionally, one Iranian bicultural worker was consulted and filmed to deliver key messages about healthy relationships and Australian family law.
- Two EAL Student Respectful Relationships programs were held for EAL students at Melba College and Great Ryrie Primary School. In total, 24 students participated and feedback was positive with 90% of students indicating that they were either 'happy' or 'very happy' with the program and 100% of students indicated that they had an increased knowledge of healthy relationships and consent.
- In 2023/2024, the MIC will organise another Young Women's Group for female students from Chin backgrounds, two Men's Group, one Couple's Program, two EAL Student Respectful Relationships Programs in partnership with The Workshop and another two leader's videos from targeted communities.



Working Together Project

In 2023, MIC received funding from Family Safety Victoria to partner with a specialist family violence support service to improve family violence support to individuals and families from multicultural communities. MIC partnered with FVREE (formally EDVOS) family violence support service for the Working Together project that commenced in April 2023 and will end in June 2024. The project aims to enhance access to culturally appropriate family violence support for migrants and refugees living in the Eastern Metropolitan Region (EMR) and to build capacity in the community to seek early intervention and increase their knowledge and understanding of family violence.

The work of the program in 2022/2023 included:

- A steering committee was established inviting a range of family violence and community organisations to contribute to the project through expertise, feedback, skill development and broad discussion.
- Developed a co-case management model, which is an agreement between MIC and FVREE that outlines how the two organisations will work together in collaboration to provide culturally appropriate family violence support to SETS eligible migrants and refugees living in the EMR.
- In-house resources on collaborative practice were developed to build the capacity of staff within the two organisations in working together to improve family violence support services.
- Surveys were conducted in both organisations to gather data about staff experiences of providing family violence support to their clients as well as working with family violence and multicultural agencies. This provided information indicating what changes needed to be made to improve the provision of culturally appropriate family violence support.

- Focus groups with staff from each organisation provided the project with evidence-based data through case studies and subjective experiences on how specialist services and multicultural community services have interacted with each other in the past and how this has affected the work and relationship between organisations. We looked at the short-term and long-term impacts of these experiences and the conclusions drawn from this data gave precedence for the development of the co-case management model.

The pre-existing relationship between MIC and FVREE has been strengthened through the partnering of the two organisations, working together to identify barriers and solutions to engagement with family violence services from people of multicultural backgrounds.

Settlement Engagement and Transition Support Domestic and Family Violence Programs

As part of the Settlement Engagement and Transition Support (SETS) program, in 2022/2023 MIC was contracted to deliver a range of programs and activities aimed to increase awareness about what constitutes family violence, gender equality and the family violence service system to newly arrived individuals and families from refugee and family stream migrant backgrounds. This work also included specific programs to enhance the safety of women and to empower them to make informed decisions about their lives.

The programs delivered included:

- Eight group information sessions to a total of 78 participants from Hakha Chin, Chinese, Karen, Zomi/Tedim Chin, Falam Chin and mixed languages groups. Six information sessions were delivered in collaboration with The Orange Door in the inner and outer east.
- Four women's financial literacy sessions for the Hakha Chin community with 20 women participating. The program was conducted in collaboration with Berry Street who delivered their Saver Plus program providing financial education to the participants to understand money management, develop positive saving habits, and setting realistic goals and how to save towards them.
- Six digital literacy programs for women from Vietnamese, Hakha Chin, Zomi/Tedim Chin, Karen, Chinese, Falam Chin and Mizo speaking backgrounds. MIC worked in collaboration with Eastern Libraries Digital Literacy team who co-facilitated sessions on how to use digital devices to access government services such as MyGov, Centrelink and Medicare. The program aimed to empower women to have greater knowledge and understanding of these services and better access to their own records and information.
- Two men's groups – one with Zomi/Tedim Chin speaking men and the other with Falam Chin men that explored gender equality, strategies for resolving conflict without violence and anger management strategies.
- Two women's groups – one for young women in partnership with Ringwood Secondary College, and the other with adult Iranian women. The program for young women was co-delivered in partnership with Foundation House. It focussed on respectful and consensual relationships and included a range of interactive discussions and activities. The program for adult women was co-facilitated with the MIC's Specialist Family Violence Counselling Program and focussed on topics such as gender equality, how women can have safe, health relationships and build strong healthy families in Australia.
- A Driver Education program for women from Ukrainian, Iranian, Arabic speaking, Chinese, Spanish, and Burmese backgrounds. The program aimed to increase women's independence and confidence and included 6 online driving education sessions on understanding road safety, getting around safely, road rules and enforcement, and the dangers of drink and drug driving in Victoria. All participants were then provided with subsidised driving lessons with a registered driving instructor to help develop their skills and become safer drivers.

COMMUNITY DEVELOPMENT AND CAPACITY BUILDING PROGRAMS

Capacity Building and Participation Program, Strategic Partnerships Program, 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 Program, 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.

Agencies represented on the steering committee included: Department of Families, Fairness and Housing (DFFH), Foundation House, Maroondah City Council, Yarra Ranges Council, Eastern Access Community Health (EACH) and AMES.

In 2022/2023, the program supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi, Zo and Iranian communities.

Activities undertaken with refugee communities in 2022/2023 included:

- Holding 8 weekly English classes for 8 Falam Chin women and 1 man in partnership with Chin Community Victoria (CCV) and 16 weekly sessions for Karen parents in partnership with Eastern Karen Community Association Victoria for 8 adults whilst their children attended the community homework support program.
- Two sewing groups with women from Zomi and Hakha Chin backgrounds. The Zomi sewing group had 7-10 participants and the program was held on-site for 30 sessions. The Hakha Chin women's sewing program had 7 to 8 participants. A total of 35 sessions were held onsite for 2-3 hours per session. Feedback indicated that 100% of participants gained sewing skills that enabled them to make their own clothes and reduced their social isolation.
- Supporting Karen community leaders to facilitate a homework support group for Karen children.
- Holding regular dance practice for Falam Chin and Mizo youth so they could learn and perform traditional cultural dances at events – 30 young people participated.
- An excursion to The Social Studio and Parliament House for Zomi women. Participants visited the places using public transport and they were introduced to different types of crafts and the parliament house tour which increased their knowledge of the Victorian Government and culture.
- An excursion to Melbourne City during the festive season was held for asylum seekers, TPV, and SHEV holders in partnership with Iranian and Arabic speaking communities. Feedback indicated that participants felt more confident in travelling by public transport in the future, they visited new places, and they were able to make new friendships.
- An excursion to Maroondah Reservoir Park in Healesville for the Karen community. The group met with a local refugee support group who provided lunch. Verbal feedback from participants during the excursion indicated that they really enjoyed the outing, and socialising with other people. It was the

first time for a few of them to see the water dam for Melbourne residents and they enjoyed meeting members of the local refugee support group.

- Holding a Water Safety Program in partnership with Life Saving Victoria for members of the Hakha Chin community. Approximately 40 people were taken by public transport to Bonbeach to learn about water safety.



- Holding a mental health literacy session for community leaders from the Falam Chin community.

- Holding meetings and activities for older people from the Hakha Chin, Falam Chin and Zomi communities to help reduce social isolation and to encourage older people to stay active. Eight sessions were

held at the Victorian Chin Baptist Church for seniors from the Hakha Chin community, eight meetings with the Falam Chin community and the Zomi seniors participated in a film production to make videos for younger generations to share traditional Zomi customs. A video was produced where a Zomi senior talked about Zomi culture – PU ZUKHOLH. PU Zukholh is a Zomi tradition where people go to visit their grandparents/uncles and aunts for a blessing by bringing gifts to their house. Video link: https://www.youtube.com/watch?v=JKC2mKajz_A&t=303s. The Falam Chin seniors group enjoyed the social gathering and invited more members from other Chin communities as well. They decided to set up an independent association including other Chin senior members so they could access funding for regular activities for seniors. Falam Chin seniors also participated in Maroondah Net for Expo of senior sport activity facilitated by Maroondah City Council. The Hakha Chin seniors attended 6 sessions of warm water exercises.

- Holding meetings with community associations including Matu, Karen, Hakha Chin, Falam Chin, Zomi Community Melbourne and Zomi Youth Fellowship to support their work and build their capacity to better meet community needs.

- Holding four migrant community leaders network meetings with community leaders representing 6 communities as well as local agencies including local councils, health services, DFFH and Victoria Police.

- Delivering the “Living in Australia” program over 5 weeks for the Iranian community including asylum seekers, TPV & SHEV visa holders. Participants learned about Australian culture, democratic beliefs, rights and liberties, multiculturalism, and government in Australia.



- Holding a seminar with the Australian Chin Community and Victoria Police to discuss how to engage with disengaged youth - about 30 people attended the session.

- Holding three information sessions; the first on “Buying a House in Australia” for asylum seekers, TPV and SHEV visa holders and the Iranian community, the second on how to vote in an election with the Falam Chin and Mizo community and the third session was on the rights and responsibilities of SHEV and TPV visas with the Zomi community.

- Providing workshops on the Victorian Child Safety Standards for community associations - three sessions with Karen leaders and two sessions with leaders from Falam Chin and Mizo communities.

- Holding sports activities including two swimming programs, one for children from Falam Chin and Mizo backgrounds, and another for children from Karen and Hakha Chin backgrounds and two badminton programs, one for Zomi men and a second for Falam Chin men and women. The Mizo community organised a community sports day with various sports programs for children and adults – approximately 180 people participated.

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 2022/2023 the work of the SEC included:

- Identifying gaps in service provision for people from refugee and migrant backgrounds and developing and delivering seven different projects including:
 - 1) An information, advice and referral service for people seeking asylum and on Temporary Protection Visas (TPV) and Safe Haven Enterprise Visas (SHEV). This program supported individuals and families to navigate Australian systems, providing information and advice about local service providers, access to health care, service eligibility, local English classes, employment options and other queries as they arose. In 2022/2023 this program supported 123 individuals and families.
 - 2) The *Equip and Empower Program*, an initiative developed by MIC to provide support to people who are ineligible for the 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. In 2022/2023, this program supported 220 individuals and families.
 - 3) The *Swim Teacher Training Initiative* was completed in partnership with the Jobs Victoria Mentorship program. This program focused on working with local leisure centres to upskill people from CALD backgrounds to become bilingual swim teachers as a direct response to intersectional needs identified by the community. MIC partnered with Maroondah Leisure Centre and AustSwim to support 6 participants through the AustSwim training including completing first aid and obtaining Working With Children checks.
- Co-facilitating the *Eastern CALD English, Education and Employment Network (3 E's Network)* in partnership with the MIC SETS team and MIC Employment 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 as well as 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 CALD backgrounds.
 - Provide opportunities for information sharing and collective action amongst service providers.

Four meetings were hosted with agencies including AMEP providers, Services Australia, local Councils, Job Active providers, Department of Home Affairs, training organisations and other community service



agencies. Guest speakers and presentations included NEIS/Small Businesses with presentations from community members on their experiences of starting their own business here in Australia. Overseas Qualification Unit (OQU) Assessment Officer, Skills and Business Migration Program, English Education presenters; Swinburn University, Box Hill Institute, Swin Local and Mountain District Learning Centre, Melbourne Polytech on the AMEP and SEE programs and two participants from the Jobs Victoria Mentor Program (JVMP) to speak about their experiences navigating the employment pathways in Australia and their positive participation in the JVMP program.

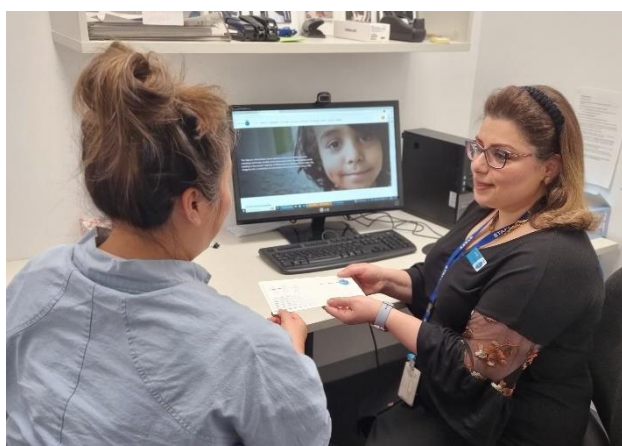
Outcomes from the network include providing a forum for information sharing and updates, sharing new employment opportunities and initiatives, networking opportunities for participants and network members gaining a greater understanding of the experiences and barriers to securing work for people from newly arrived migrant and refugee backgrounds across the region. Of note was the support provided for Box Hill Institute in sharing information about, and obtaining work placement connection for the participants in their AMEP Innovation Grant project “Workplace Language and Culture for the Public Sector”.

- Co-facilitating the *Eastern Migrant and Refugee Community Leaders Network*. Four meetings were held with an average of 6 community groups represented along with Council workers and service providers. Guest speakers and topics included: overview and insights of running a social enterprise, Inner East and Outer East Link Health, Council updates, Community waste educator (Maroondah council), Berry Street’s Saver Plus Program, Police Recruitment, Healesville Rotary Club, President of Box Hill Lions Club, and MIC’s Engaging CALD Youth in Eastern Melbourne.
- Assisting the delivery of information sessions and programs identified as a need by the community including delivery of three Cultural awareness workshops at Manningham L2P program volunteers and Youth Connexions.
- Regular attendance at networks and meetings including State-wide SEC meetings, Knox Multicultural Advisory Committee (KMAC), Monash Multicultural Advisory Committee (MMAC), Maroondah Access, Equity and Inclusion Committee, Migrant Settlement Committee, Strategic Partnerships Steering Committee Meetings.
- Supported the implementation of the Knox City Council Refugee Week event, including organising speakers and providing an information stall for service providers at the event.

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 and with support from the Blackburn Community Bank, 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 2022/2023 MIC provided critical aid, information, advice and referrals to 123 individuals and families. Participants who accessed the program either had no income (e.g. asylum seekers who hold a visa with no work rights) or those with limited income experiencing extreme financial hardship. MIC distributed a total of \$29,106 worth of aid to individuals and families in the form of supermarket vouchers, utility or other bill payments, Myki top ups or other basic living expenses.



People who accessed this program were from a range of countries including Iran, Malaysia, Sri Lanka, China, Nigeria, Kenya, Myanmar, India, Uzbekistan.



Under the Capacity Building and Participation Program, Strategic Partnerships, Refugee and Asylum Seeker Program, MIC also facilitated group programs and activities 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 group information sessions including a *Living in Australia* program (covering Australian culture, structures of government, rights and responsibilities of citizens etc.)
- Conducting an excursion to the city during the festive season, aimed at providing social interaction for families, as well as education about travelling by Public Transport to the city.

Engaging CALD Youth in Eastern Melbourne (ECYEM)

Engaging CaLD Youth in Eastern Melbourne (ECYEM) is an MIC youth program funded by the Australian Government, Safer Communities Fund from July 2022 to April 2024. ECYEM supports at risk and disengaged young people from migrant and refugee backgrounds residing in the Eastern Metropolitan Region (EMR). This is done through a mix of outreach at local schools, one-on-one casework and counselling support, and recreational and psychoeducational activities and programs.

In 2022/2023, ECYEM held 18 programs with 435 participants attending in total. The programs included: 3 soccer programs at Action Indoor Sports Ringwood running for an average of 9 weeks, one 4-week soccer program at Mitcham Baptist Church, 6 volleyball programs at local secondary schools running for an average of 9 weeks, a 6-week guitar program, a 6-week Young Women's Art Therapy Group, a 6-week Young Men's Group in partnership with Foundation House, and excursions to the 1000 Steps, Holey Moley, Croydon Bowls Club, Healesville Sanctuary, and a Melbourne City Football Club game. MIC's ECYEM workers supported 67 clients with one-on-one casework and counselling support, holding over 240 face-to-face sessions. Of these young people, 30 were experiencing or have experienced family violence and 18 were involved or had been involved with the police.



ECYEM was developed to address and prevent risky behaviours amongst refugee youth in the EMR who have resided in Australia more than five years and were therefore ineligible for MIC's SETS program. While the youth exhibit behaviours of concern, this project found that they also experience complex challenges within their lives such as family violence, sexual assault, child abuse, and severe trauma. This project allowed the opportunity to access these youth, build relationships with them through the activities and outreach, identify their needs, and offer them support to process their trauma, address their mental health concerns, and move forward with their lives.

Yarra Ranges Partnership Program

From 2018 to 2023, MIC received 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 and to support refugee families of young children to better understand the early childhood education system in Australia.

In 2022/2023, MIC employed a project coordinator and a bilingual project officer who speaks Hakha Chin and Burmese, and worked with Lancaster preschool in Mooroolbark to engage refugee families in their children's learning, including providing one to one support and delivering information, along with providing support to centre staff. The program also worked with parents from Hakha Chin backgrounds with low English language proficiency to increase their understanding of the role of early childhood education in Australia, including supporting them to join parent committees, working bees and fundraising to encourage their participation in their children's education.

Throughout the year, the project provided information sessions for parents, such as a healthy lunch box session, information about the Australian education system (including information on starting primary school and school expectations) and two parenting sessions. We also celebrated refugee week at Lancaster preschool, where the children from Chin backgrounds were able to share elements of their culture with their peers.

Feedback indicated that 100% of parents of primary school aged children who attended the MIC session stated that they had a better understanding of parenting in Australia, the important of packing a healthy lunch for their children and a better understanding of the Australian education system and school expectations after participating in the program.

92% of parents of kinder and primary school aged children who attended the MIC sessions reported that they had more confidence in participating in wider school activities, and 77% of parents reported that they have attended wider school activities, including social events, and working bees since participating in the program. 23% of parents stated that they do not have the confidence to participate school activities, largely because of language barriers.

Through the regular attendance of the MIC's bilingual worker at Lancaster Preschool, families stated that both parents and children had more confidence at the start of the year and parents reported having more confidence in the transition process from kinder to primary school, including feeling more comfortable to speak to the staff when required. The staff reported that having an onsite bilingual worker made it easier for Chin and Burmese parents to speak with staff and understand what was expected and happening in the preschool. The MIC worker also helped the preschool to communicate with new families, letting them know how to enroll and when orientation sessions will be held. She was also able to help build the digital literacy of families by supporting them to complete enrolments online and upload of complete documents electronically. To assist the preschool to meet the newly introduced Child Safety Standards, the MIC worker also translated a book called the book 'Only for Me' into Hakha Chin and Burmese. This program finished in June 2023.

AGED CARE AND DISABILITY SUPPORT PROGRAMS

Access and Support Program

In 2022/2023 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 A&S Program provides short term, individual support for people who need help to access services so they can stay living at home. The A&S Program 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 include but are not limited to language, culture, religious background, dementia, financial disadvantage, identifying as LGBTIQ+, being 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 seven in the Eastern Metropolitan Region.

Additionally in 2022/2023, the MIC received funding from the Victorian Government under the Home and Community Care Program for Younger People (HACC PYP) to deliver the Volunteer Coordination Program, linking volunteers to people under 65 years who have 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.

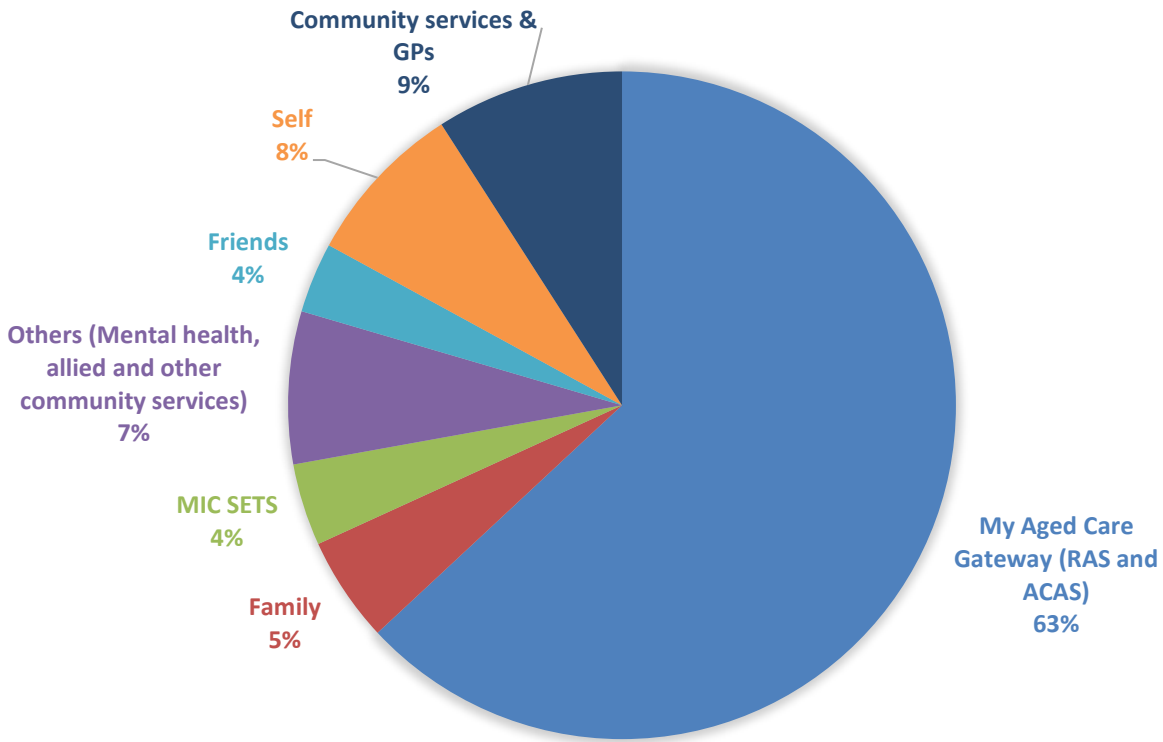
COVID-19 had impact on the work of A&S program service delivery during year, including some CHSP and HACC PYP services stopping for some periods and/or clients not wanting to engage with services or have workers visit their homes for fear of contraction of COVID-19. When this occurred, MIC's A&S program team continued to contact clients to check on their wellbeing and to ensure that they continue to receive the support they need. Some client appointments were conducted over the phone or through digital platforms such as video conferencing and chat services.

1. Direct Client Services

1.1 CHSP services:

In 2022/2023, a total of 208 clients were assisted under the CHSP. Of the total client referrals, 8% were self-referrals, 5% referrals from family members, 9% from friends, 8% internal MIC referrals, 63% by My Aged Care Gateway (including RAS and ACAS), and 7% were referred from other health and community services.

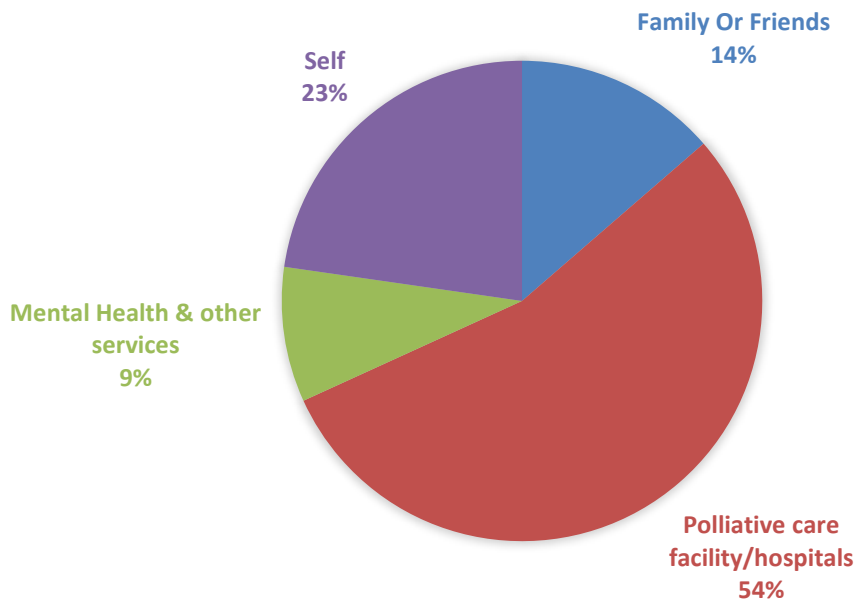
CHSP NEW REFERRAL SOURCES 2022/23



1.2 HACC-PYP Services:

In 2022/2023, a total of 30 clients were assisted under the HACC PYP. Of the total client referrals, 23% were self-referrals, 14% were made by the clients’ family members or friends, 54% were made by propitiative care facility or hospitals, and 9% were received from mental health service and other community services.

HACC-PYP NEW REFERRAL SOURCES 2022/23



1.3 Volunteer Coordination Program:

In 2022/23, the work of the Volunteer Coordination Program included promoting the program to community service agencies, community groups and individuals, recruiting new volunteers and registering their interests, developing training materials for volunteers, connecting volunteers to individual clients and managing these client-volunteer relationships. A total of 19 volunteers and clients were supported in the program. Services offered to clients included (but are not limited to) companionship and social interaction, helping with school/TAFE homework, assignments and English learning, and accompanying clients to activities such as exercise activities, socialising, shopping and accessing other community facilities.

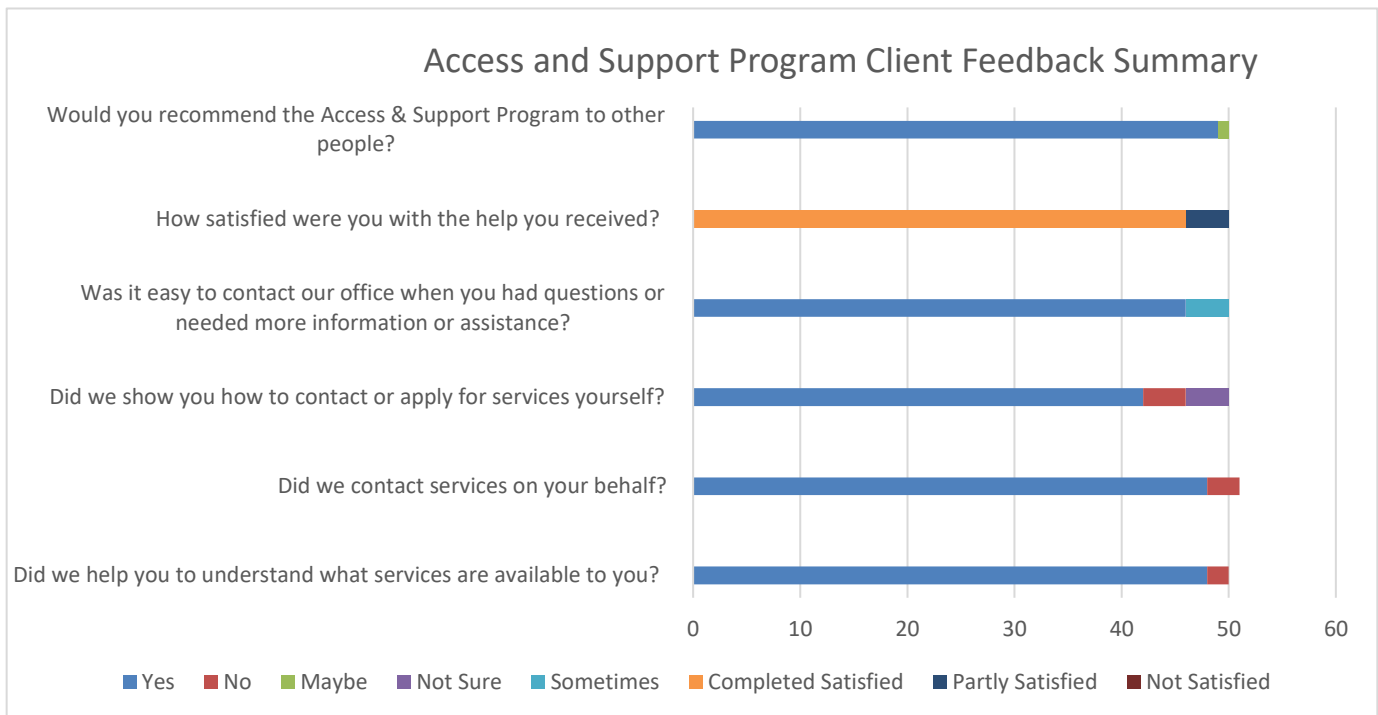
2. Non-Direct Client Work

The A&S program team spent significant time promoting program to both community members and service providers in the EMR during the FY 2022/2023. Promotional activities undertaken included presentations about My Aged Care, CHSP, HACC PYP, and the MIC’s Volunteer Coordination Program to seniors’ groups, special primary schools, and at community events.

The A&S program team also assisted external service providers through providing information and advice about working with culturally and linguistically diverse community groups and/or individuals to better meet the needs of people with diverse needs. Information and secondary consultations were provided to NDIS providers, CHSP service providers, community health services, Regional and Aged Care Assessment Services, public and community housing support services, Home Care Package providers, disability support services, carer support services, and mental health services such as disability gateway and carer’s gateway.

3. Client Feedback

The A&S program collects feedback from clients (and/or their carers) by telephone or email after they are exited from the program. Telephone interpreters are offered to all clients from non-English speaking backgrounds where necessary. During the FY 2022/2023, 157 clients were exited and 50 clients and/or their carers provided feedback. Some of the reasons for not participating in feedback surveys included poor health or cognitive issues (for example, memory loss, dementia, deafness, etc.), clients had moved out of the area, client was deceased, or calls not answered.



92% of clients/carers who provided feedback reported being completely satisfied with the services received through the A&S Program. 96% became more aware of Aged Care services from participating in the program and 100% advised they would recommend the A&S Program to others.

Some of the comments received from clients included:

- “We were very fortunate to find a provider that spoke our language with the help of the worker.”
- “Very good program. The service is excellent and offers a great deal of assistance to older people from culturally linguistically diverse backgrounds.”
- “The program is highly specialised, professional and highly valued by migrants.”
- “Your services are of great value to new migrants and their families. These are where the greatest need is as they might not be able to handle the languages and other barriers to look for help. Please keep it going.”
- “Your staff are great communicators and can explain things well to us. They have in-depth experience, and I can testify to their commendable services.”
- “The services offered are valuable and tremendously helpful. The service solved my problems and saved my family. The services offered have great importance and it helped my family overcome great difficulties in settling into the community.”
- “I am completely satisfied with the worker. She was clear, professional and highly experienced. She was patient and has a good work ethic.”
- “Five stars to A&S. The worker warms my heart and makes me smile. She has resolved all of my pressing issues. She is professional, respectful and dedicated. I have come to trust her totally.”

Community Visitors Scheme (CVS)

Funded by the Commonwealth Department of Health, the MIC’s Community Visitors Scheme (CVS) aims to improve the wellbeing of older Australians from CALD backgrounds by providing one-to-one visits to home care package recipients and one-to-one visits or group visits to residents of Australian Government subsidised residential aged care facilities. Visits are conducted by volunteers, who are recruited by MIC and often matched with older people who speak the same language.

In 2022/2023 the CVS program was supported by 18 volunteers who provided visits to 35 home care package recipients in their homes, and 8 older people living in residential aged care facilities. There were 27.5 active ‘matches’ of MIC volunteers who provided 20 or more visits for older people living at home recipients throughout the year, and 5 active matches of 20 or more visits for those living in residential aged care. During residential aged care facility lockdowns and/or upon the preference of the older person, virtual visits via telephone, video conferencing or other online chat platform were provided by the CVS volunteer visitors.

The program supported older people from a diverse range of cultural and language backgrounds including Albanian, Arabic, Cantonese, German, Greek, Italian, Korean, Mandarin, Shanghainese, Spanish, and Vietnamese.

Aged Care Navigation Program

The Aged Care Navigation Program (ACNP) is part of the national network of Care Finders. It is funded under the Care Finder Program by the Department of Health and Aged Care and commissioned by the Eastern Melbourne Primary Health Network (EMPHN).

The ACNP provides support for vulnerable older people to interact with My Aged Care, access aged care services and connect with other relevant supports in the community. It targets people who are eligible for aged care services and require intensive support to understand, apply for and engage with support and services. MIC focuses on assisting people from culturally and linguistically diverse (CALD) backgrounds and is funded to cover the Cities of Manningham, Monash and Whitehorse.

The ACNP received funding in January 2023. Services were scaling up with full services starting from March 2023.

From January 2023 to June 2023, 25 referrals were received from Regional Aged Care Assessment (RAS), MIC SETS program, MIC Access and Support program and other care finder organisation.

19 clients received assistance from the ACNP. Support provided included interacting with My Aged Care, support through registration and screening, guidance before and during assessments, and post assessment to access aged care and connect with relevant supports. High level check-ins were conducted to ensure the services were still in place and meeting clients' needs.

34 referrals were made to My Aged Care, aged care assessment and services under the Commonwealth Home Support Program (CHSP), Allied Health services, health services, social support services, carer support services, transport, community groups and assistance with applications of Centrelink payments, Accessible Parking Permit and Home Care Income Assessment.

Assertive outreach work included engagement and rapport building with clients. Information sessions were held to promote the ACNP program to local CALD seniors' groups. In addition, the ACNP program was promoted to aged care providers through attending network meetings and participating in EMPHN's Community of Practice and Industry Briefings.

The ACNP service brochures were developed for both clients and service providers. Brochure for clients were translated into community languages including Arabic, Greek, Hungarian, Italian, Persian, Simplified Chinese, Traditional Chinese, Tamil, and Vietnamese. The service brochures are available at <https://miceastmelb.com.au/our-services/elderly-people-younger-people-disabilities-carers>



Aged Care Navigation



A free service to help older people from diverse backgrounds and communities to understand, apply for and engage with aged care services

TRAINING AND PARTNERSHIPS

Professional Development Training

In 2022/2023, MIC staff delivered 12 professional development training workshops to local service agencies and groups. 202 individuals attended the workshops, which covered topics such as cultural awareness, understanding culture and diversity in practice, visas and service eligibility.

Participation on Advisory Groups and Networks

The MIC provided information and advice on the needs of our client groups through attending meetings, giving presentations and participating on networks. These included: Migrant Settlement Committee, Knox City Council Multicultural Advisory Committee, Monash Council Multicultural Advisory Committee, Yarra Valley Water Customer Advisory Group, Together for Equality and Respect Community of Practice, Eastern Metropolitan Region Alliance, Outer Eastern Refugee Health Network, 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 Access, Inclusion and Equity Committee and Roadsafe Eastern Metro. MIC staff chair the Eastern CALD English, Employment and Education Network and the Migrant Community Leaders Network.

THE YEAR AHEAD

In 2023/2024, the MIC looks forward to welcoming an increased number of new arrivals from refugee and family stream migrant backgrounds into the Eastern Metropolitan Region of Melbourne and continuing to provide support to individuals and families as part of our settlement program. In 2023/2024 the MIC Settlement team will continue to work in partnership with the Family Violence team to deliver information sessions and group programs to build understandings of gender equality and equip individuals and families with knowledge of what constitutes family violence, support services available and to understand the new co-case management model MIC and FVREE have developed through the Working Together project. Internally, MIC teams across the organisation will continue to build skills in responding to family violence as part of our Multi-Agency Risk Assessment Management Framework (MARAM) alignment.

MIC will continue providing support to migrant and refugee communities and groups, including working alongside community associations and leaders to assist them in best meeting the needs of their communities. MIC will consolidate the work of the Engaging CALD Youth in Eastern Melbourne project, including building sustainability into the program by partnering with external agencies to co-facilitate and eventually lead activities as the program winds down in early 2024.

The year ahead will also see MIC develop a three-year Strategic Plan to guide our work and support the organisation to build robust and sustainable funding structures into the future.

The work of our teams will include:

Client Services for Individuals and Families

- Providing settlement services for new arrivals from refugee and migrant backgrounds, including specific youth settlement support services.
- Providing an outreach casework service for young people at three local secondary schools and to students studying English at Swinburne TAFE, Croydon Campus.
- Providing migration advice to individuals and families.
- Providing employment mentoring services to assist people to reduce barriers they face to employment and to secure suitable work.
- Providing counselling and therapeutic groups for women from CALD backgrounds who have experienced, are experiencing or are at risk of experiencing family violence.
- Providing counselling and social and recreational activities for young people from CALD backgrounds who have disengaged or who are at risk of disengaging from education, employment and/or community.
- 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.
- Assisting older people from diverse backgrounds to access Commonwealth funded home support programs and people under 65 years with disabilities and their carers to access disability services.
- Recruiting volunteers to visit socially isolated older people from CALD backgrounds, support new arrivals and engage with individuals who have a disability, and their carers.



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 Australian systems and structures to support them to adapt to life in Australia.
- Providing driver education programs for people who are newly arrived from refugee backgrounds, including a program to specifically for women.
- Facilitating a series of life skills programs, including healthy lifestyles programs, parenting programs, information sessions on the education system in Australia, digital and financial literacy programs, excursions and activities to increase civic participation and confidence in using public transport.
- Holding therapeutic 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 group programs and activities to support young people from refugee and migrant backgrounds including sports activities, leadership programs, young men's and young women's groups, 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 three weekly homework support programs for secondary and primary school students.
- Holding sports activities, sewing and craft programs and English language conversation groups
- Continuing to support a strong network of volunteers to assist with MIC services and programs



Working with Local Agencies and Community Associations

- Chairing a range of steering committees and networks, including the Migrant Community Leaders Network, Eastern CALD English, Employment and Education Network, Capacity Building, Strategic Partnerships, Refugee and Asylum Seeker Program Steering Committee, Working Together Project Steering Committee and the ECYEM Project Steering Committee.
- Working with 7 different migrant and refugee led community associations to support them in their work to best meet the needs of their communities, including providing leadership and governance training.
- Providing tailored training programs and workshops for external community service agencies, Councils and other services on a range of topics to build their capacity to better support individuals, families and communities from diverse cultural backgrounds.
- Providing secondary consultations, advice and resources to external agencies as required.
- Attending local professional networks and building partnerships with external service providers to support a better service system for individuals and families from diverse cultural backgrounds in eastern Melbourne.

FINANCIAL REPORT

Directors Report

The directors present their report on Migrant Information Centre (Eastern Melbourne) Ltd for the financial year ended 30 June 2023.

General information

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed/Resigned
Ms Lisa Dean	Chairperson	
Mr Kai Leung	Deputy Chairperson	
Mr Sudharma Hiremath	Secretary	
Ms Cate Coleman		
Mr Mark Melican		
Mr Vinod Vijayan		Appointed April 2023
Ms Naomi Kim		Appointed April 2023
Ms Nicole Barwick		Appointed April 2023
Ms Rebecca Burdon		Resigned August 2022
Mr Tony Robinson	Immediate Past Chairperson (to April 2023)	Resigned April 2023
Ms Alyssa Owens		Resigned April 2023

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

Company secretary

The following person held the position of Company secretary at the end of the financial year:

Mr Sudharma Hiremath has been the company secretary since 20 April 2023. Previously this position was held by Ms Lisa Dean.

Principal activities

The principal activity of Migrant Information Centre (Eastern Melbourne) Ltd 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 services and opportunities that Australia has to offer.

No significant changes in the nature of the Company's activity occurred during the financial year.

Short term objectives

The Company's short term objectives are to:

- provide poverty support and emergency relief programs to CALD families and individuals
- 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.

Long term objectives

The Company's long term objectives are to:

- 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 CALD individuals, families and communities 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 individuals and families from CALD backgrounds by mainstream agencies within the region and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for people from CALD backgrounds 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;
- provide support and assistance to CALD community leaders and groups in the region, including auspicing groups where appropriate to undertake activities that reflect the values and objects of the MIC, where they do not have the means to apply for funding or facilitate activities on their own.
- 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

Strategy for achieving the objectives

To achieve these objectives, the Company has adopted the following strategies:

- MIC thrives 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 assessed 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 the 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 principal activities assisted in achieving the objectives

Examples of activities that assisted the Company in achieving its objectives by:

- Settlement services were provided on over 4261 occasions to 778 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.
- 144 individuals were provided with migration advice and assistance.
- 474 individuals were assisted with employment mentoring support, including 88 people successfully gaining employment and supporting 69 people to retain their employment for 6 months or more.
- Assistance was provided to 205 people aged over 65 years to access the Commonwealth Home Support Program and other aged care and support services.
- Assistance was provided to 31 people aged under 65 years with a disability to access disability services.
- Volunteers were matched with and visited 26 socially isolated older people living in residential care facilities or at home with the support of Commonwealth funded Home Care packages.
- 32 women who had experienced, were experiencing or were at risk of family violence received specialist family violence counselling.
- 65 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.
- 3 weekly homework support programs were held, 2 for primary school aged children and 1 for secondary school students. A one-to-one tutoring program was also provided for secondary school students.
- 4 weekly playgroups were held during school terms, including two for families from multicultural backgrounds and two for Chinese grandparents and their preschool aged grandchildren.
- 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 program, an employment program, a driving education program to assist young people to gain their learners permit, two school holiday programs and a service navigation program.
- Three driver education programs were held to assist clients from refugee backgrounds to learn the road rules and obtain their driver's licence, including one program specifically for women.
- 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.
- 42 volunteers assisted MIC clients across these programs.

Performance measures

The following qualitative and quantitative measures are used within the Company to monitor performance:

- 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
- Number of program activities conducted
- Feedback from clients on their satisfaction with the services provided by MIC

Members' guarantee

Migrant Information Centre (Eastern Melbourne) Ltd is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member, according to the constitution, is limited to \$10 each. On 30th June 2023, the number of members was 20.

At 30 June 2023 the collective liability of members was \$ 200 (2022: \$150).

Information on directors

Ms Lisa Dean	Chairperson
Appointed	Appointed Director on 1 April 2020, appointed Chairperson on 20 April 2023
Experience	Lisa has worked extensively in housing and homelessness and the community care sectors. With a training and quality improvement background, Lisa currently works with community aged care providers, to ensure that people can access services that are inclusive and support their individual preferences, beliefs, values and needs.
Mr Kai Leung	Deputy Chairperson
Appointed	Appointed Director on 1 April 2014, appointed Deputy Chairperson 1 April 2017, reappointed 1 April 2020 and 20 April 2023
Experience	Kai currently practises law as a partner in a Melbourne-based law firm. Before becoming a lawyer, he spent more than 10 years managing corporate services as CFO of public-listed and private companies. He has a strong interest in the successful settlement of migrants and refugees. Kai read law at Monash University, holds an MBA and a BBus, and is a Fellow of CPA Australia.
Mr Sudharma Hiremath	Secretary
Appointed	Appointed Director 1 April 2017, reappointed on 1 April 2020 and appointed Secretary 20 April 2023
Experience	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 community 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 Group Head of Risk, Compliance, and Internal Audit at Community Housing Limited and in the past has served as Risk Manager at Victoria Legal Aid, and Corporate Services Manager at Launch Housing. Sudharma is a Fellow of the Governance Institute of Australia (FGIA) and the Institute of Chartered Secretaries and Administrators (ICSA) UK).
Ms Cate Coleman	
Appointed	17 September 2021, reappointed 20 April 2023
Experience	Cate is a values-driven program manager and executive with over a decade of experience

working in not-for-profit social justice organisations including The Social Studio, the Asylum Seeker Resource Centre, and international non-profit Give2Asia. Cate has tertiary qualifications in Behavioural Science and International Development from LaTrobe University.

Mr Mark Melican

Appointed

1 March 2015, reappointed on 1 April 2017, 1 April 2020 and 20 April 2023

Experience

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 Vinod Vijayan

Appointed

20 April 2023

Experience

Vin is an accomplished technology leader with 15 years' experience delivering digital and business/service transformation solutions in retail, education, banking, insurance, government and not for profit sectors. Vin is currently a senior IT Manager for the Country Road Group and has previously held senior management position at Carsales.com. Vin holds a Bachelor of Engineering and a Master of Information Technology from The University of Queensland. Vin enjoys cooking, yoga, the arts and travelling.

Ms Naomi Kim

Appointed

20 April 2023

Experience

Naomi has 17 years of experience in governance, risk management and internal audit spanning Australia, Hong Kong and Singapore, gained from both in-house roles and professional services firms. She is currently the Head of Internal Audit within the financial services industry and a Board Member of Financial Counselling Victoria. Naomi is an advocate for financial wellbeing for those vulnerable in our community and having been raised in a migrant family in Australia, has a passion for the successful settlement of migrants and refugees in Australia. Naomi is a Chartered Accountant and holds a Bachelor of Commerce and Bachelor of Information Systems from the University of Melbourne. Naomi identifies herself as an Australian-Korean female, is also a chief mummy, and her family is part of the Manningham and Whitehorse communities.

Ms Nicole Barwick

Appointed

20 April 2023

Experience

Nicole has found the experience of working in the for-benefit sector, first with Lifeblood and now with Corryong Health, extremely rewarding and motivating. She is keen to broaden her contribution to improve peoples' lives. Nicole is an experienced non-executive director and chair specialising in strategy, optimising the customer experience and risk & financial management. Her knowledge of governance is underpinned by nine years with a big four accounting firm. Nicole is a Chartered Accountant and graduate of the Australian Institute of Company Directors, with more than 15 years in the health sector. She holds a Bachelor of Commerce, Bachelor of Economics and a Graduate Diploma in Information System

Ms Rebecca Burdon

Appointed

20 June 2018, reappointed on 1 April 2020, resigned on 15 August 2022

Experience

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 Tony Robinson	Immediate past Chairman (April 2020 to April 2023)
Appointed	1 April 2016, reappointed on 1 April 2017 and 1 April 2020, resigned on 20 April 2023
Experience	Prior to Chairing the Ausgrid reset Customer Panel, Tony led the Ausnet Services Customer Forum. This followed over five years at the Brotherhood of St Laurence. Before that he served as a Member for Mitcham in Victorian parliament, culminating as Minister for Consumer Affairs, Gaming and Assising with Veterans. As a Minister, Tony was involved in major reforms to the state's liquor and gaming induxtries as well as assisting with the establishment of the new Australian Consumer Law and the transfer of credit responsibility of the Commonwealth.
Ms Alyssa Owens	
Appointed	17 September 2021, resigned on 20 April 2023
Experience	Alyssa is an educator. She brings over a decade of experience across the educational ecosystem in a variety of geographies and cultural contexts. Currently she leads curriculum design and implementation across Asia Pacific, South Asia, Middle-East and Africa for Generation, a global education-to-employment non-profit. Her focus today is providing unemployed people with training and connecting them with meaningful work. In previous roles as a teacher, coach, parent advocate and curriculum leader, her work has always aimed to address the problem of educational inequality by increasing opportunities. She is excited to bring this experience to serve MIC's stakeholders.

Meetings of directors

During the financial year, 10 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Ms Lisa Dean	10	10
Mr Kai Leung	10	10
Mr Sudharma Hiremath	10	8
Ms Cate Coleman	10	8
Mr Mark Melican	10	10
Mr Vinod Vijayan	3	2
Ms Naomi Kim	3	3
Ms Nicole Barwick	3	3
Ms Rebecca Burdon	1	1
Mr Tony Robinson	7	6
Ms Alyssa Owens	7	5

Signed in accordance with a resolution of the Board of Directors



Ms Lisa Dean, Chair

Date: 10/11/2023

**LDB Audit Services Pty Ltd t/as
Postan Miller and Associates**
ACN 123 774 569 ABN 59 123 774 569
Suite 32, Level 3
25 Claremont Street
South Yarra, Vic 3141

Telephone: 03 9006 0880
www.LDB.com.au



Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Migrant Information Centre (Eastern Melbourne) Ltd

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

LDB Audit Services Pty Ltd

LDB Audit Services Pty Ltd
Suite 32,25 Claremont
Street SOUTH YARRA VIC
3141

A handwritten signature in black ink, appearing to read "Nicole Postan".

Nicole
Postan
Director

Date 16 November 2023

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue from ordinary activities			
Department of Home Affairs		1,819,666	1,497,944
Department of Health		292,462	277,164
Dept of Family, Fairness and Housing		580,969	124,893
Department of Jobs precincts & regions		722,624	371,155
City of Knox		1,287	5,164
City of Monash		10,000	10,558
City of Whitehorse		-	2,000
City of Maroondah		500	9,272
CMY-Centre for Multi Youth		5,128	14,862
Department of Premier and Cabinet		237,791	620,696
Federation of Ethnic Communities		-	23,228
Vic Roads		12,450	20,299
Yarra Ranges Council		11,386	23,977
Donations and Fundraising		2,339	2,070
Interest received		8,559	925
Other income		80,312	14,118
Total Revenue		3,785,473	3,018,325

The accompanying notes form part of these financial statements.

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
Expenses			
Employee Benefits Expense			
Professional Development		(10,712)	(17,594)
Recruitment costs		(1,520)	(1,665)
Superannuation contributions		(295,148)	(234,175)
Wages & Salaries		(2,608,537)	(2,159,773)
Holiday Pay		(239,801)	(179,106)
Long service leave		(30,435)	(116,719)
Workers compensation		(28,703)	(21,071)
Total Employee Benefits Expenses		(3,214,856)	(2,730,103)
Depreciation expense		(22,363)	(13,260)
Other Expenses from Ordinary Activities			
Audit fees		(5,850)	(5,558)
Bank charges		(719)	(573)
Board expenses		(1,657)	-
Catering/Refreshments		(12,779)	(11,328)
Computer expenses		(49,201)	(25,332)
Dues & Subscriptions		(5,955)	(5,804)
Facilitators/Speakers Payment		(41,078)	(17,594)
Insurance		(10,232)	(7,456)
Motor vehicle expenses		(8,432)	(6,873)
Office equipment		(8,019)	(8,251)
Other operating expenses		(149,427)	(56,900)
Photocopier expense		(3,459)	(1,781)
Postage		(1,060)	(2,669)
Rental Outgoings		(77,787)	(52,481)
Service Delivery - Interpreting & Translating		(43,891)	(34,782)
Service Delivery - Meeting Expenses		(89)	-
Service Delivery - Direct Client Support		(70,439)	(47,781)
Service Delivery - Printing		(3,022)	(1,347)
Stationery		(8,666)	(4,645)
Telephone and fax		(8,420)	(9,809)
Transport Subsidies/Expenses		(11,073)	(7,878)
Venue Hire		(27,568)	(14,235)
Loss for the year		(569)	(48,115)
Other comprehensive income, net of income tax			
Items that will not be reclassified subsequently to profit or loss		-	-
Items that will be reclassified to profit or loss when specific conditions are met		-	-
Total comprehensive loss for the year		(569)	(48,115)

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	1,334,802	1,832,442
Trade and other receivables	5	46,562	10,811
Other assets	6	320,000	320,000
TOTAL CURRENT ASSETS		<u>1,701,364</u>	<u>2,163,253</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	14,981	25,174
TOTAL NON-CURRENT ASSETS		<u>14,981</u>	<u>25,174</u>
TOTAL ASSETS		<u>1,716,345</u>	<u>2,188,427</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	250,112	285,909
Employee benefits	10	430,577	436,012
Other financial liabilities	9	381,484	1,020,618
TOTAL CURRENT LIABILITIES		<u>1,062,173</u>	<u>1,742,539</u>
NON-CURRENT LIABILITIES			
Employee benefits	10	20,028	35,601
Other financial liabilities	9	224,426	224,426
TOTAL NON-CURRENT LIABILITIES		<u>244,454</u>	<u>260,027</u>
TOTAL LIABILITIES		<u>1,306,627</u>	<u>2,002,566</u>
NET ASSETS		<u>409,718</u>	<u>185,861</u>
EQUITY			
Retained earnings		<u>409,718</u>	410,287
TOTAL EQUITY		<u>409,718</u>	<u>410,287</u>

The accompanying notes form part of these financial statements.

Statement of Changes in Equity For the Year Ended 30 June 2023

	Retained Earnings \$	Total \$
Balance at 1 July 2022	410,287	410,287
Loss for the year	(569)	(569)
Balance at 30 June 2023	409,718	409,718

2022

	Retained Earnings \$	Total \$
Balance at 1 July 2021	458,402	458,402
Loss for the year	(48,115)	(48,115)
Balance at 30 June 2022	410,287	410,287

Statement of Cash Flows

For the Year Ended 30 June 2023

	2023	2022
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	3,278,521	3,064,265
Interest received	8,559	925
Other receipts	80,312	14,188
Payments to suppliers and employees	<u>(3,852,862)</u>	<u>(3,142,124)</u>
Net cash used in operating activities	<u>(485,470)</u>	<u>(62,746)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of PPE	<u>(12,170)</u>	<u>(24,217)</u>
Net cash used in investing activities	<u>(12,170)</u>	<u>(24,217)</u>
Net decrease in cash and cash equivalents held	(497,640)	(86,963)
Cash and cash equivalents at beginning of year	<u>1,832,442</u>	1,919,405
Cash and cash equivalents at end of financial year	4 <u>1,334,802</u>	<u>1,832,442</u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2023

The financial report covers Migrant Information Centre (Eastern Melbourne) Ltd as an individual entity. Migrant Information Centre (Eastern Melbourne) Ltd is a not-for-profit Company, registered and domiciled in Australia.

The functional and presentation currency of Migrant Information Centre (Eastern Melbourne) Ltd is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

(a) Special Purposes

In the opinion of those charged with Governance the Company is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, 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* and AASB 1054 *Australian Additional Disclosures*.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Grant revenue

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

(b) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the revaluation model.

Plant and equipment

Plant and equipment are measured using the revaluation model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Computer Equipment	20% - 33.3%
Fax & Photocopier Equipment	10% - 50%
Furniture & Fixtures	10%
Motor Vehicles	12.5%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(e) Impairment of non-financial assets

At the end of each reporting period the Company determines whether there is evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss

(f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(g) Leases*Deviation from Accounting Standards*

The Company has elected not to apply AASB16 Leases, which requires the right-to-use assets and lease liabilities connected with most leases to be recognised on the Statement of Financial Position.

(h) Employee benefits

Provision is made for the Company's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

(i) New Accounting Standards and Interpretations

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

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - impairment of property, plant and equipment

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

4 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash on hand	423	659
Bank balances	1,334,379	1,831,783
Total cash and cash equivalents	1,334,802	1,832,442

5 Trade and Other Receivables

	2023	2022
	\$	\$
CURRENT		
Trade receivables	46,562	10,811
Total current trade and other receivables	46,562	10,811

6 Other Financial Assets

	2023	2022
	\$	\$
CURRENT		
Term Deposits held	320,000	320,000
Total	320,000	320,000

7 Property, plant and equipment

PLANT AND EQUIPMENT

Furniture, fixtures and fittings

At cost	24,259	24,259
Accumulated depreciation	(23,972)	(23,108)
Total furniture, fixtures and fittings	287	1,151

Motor vehicles

At cost	62,788	62,788
Accumulated depreciation	(62,788)	(57,560)
Total motor vehicles	-	5,228

Office equipment

At cost	9,000	9,000
Accumulated depreciation	(9,000)	(9,000)
Total office equipment	-	-

Computer equipment

At cost	48,984	36,815
Accumulated depreciation	(34,290)	(18,020)
Total computer equipment	14,694	18,795

Total property, plant and equipment

14,981	25,174
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8 Trade and Other Payables

	Note	2023 \$	2022 \$
CURRENT			
Trade payables		11,255	68,948
GST payable		26,258	93,813
Accrued expenses		7,086	7,086
PAYG Withholding		55,485	71,976
Accrued salaries and wages		60,598	39,059
Other payables		89,430	5,027
		250,112	285,909

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

9 Other Financial Liabilities

	2023	2022
	\$	\$
CURRENT		
Income in advance	<u>381,484</u>	1,020,618
Total	<u>381,484</u>	<u>1,020,618</u>
NON-CURRENT		
Strategic funding in advance	<u>224,426</u>	224,426
Total	<u>224,426</u>	<u>224,426</u>

10 Employee Benefits

	2023	2022
	\$	\$
Current liabilities		
Long service leave	203,472	236,538
Annual Leave	<u>227,105</u>	199,474
	<u>430,577</u>	436,012
Non-current liabilities		
Long service leave	<u>20,028</u>	35,601
	<u>20,028</u>	35,601

11 Members' Guarantee

The Company is registered with the *Australian Charities and Not-for-profits Commission Act 2012* 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 30 June 2023 the number of members was 20 (2022: 15).

12 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 137,036 (2022: \$ 86,876).

13 Auditors' Remuneration

	2023	2022
	\$	\$
Remuneration of the auditor for:		
- auditing of the financial statements	<u>5,850</u>	5,558
Total	<u>5,850</u>	<u>5,558</u>

14 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2023 (30 June 2022: None).

15 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

16 Statutory Information

The registered office and principal place of business of the company is:

Migrant Information Centre (Eastern Melbourne) Ltd
27 Bank Street
Box Hill VIC 3128

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022*.

Responsible person



.....
Ms Lisa Dean

Dated 10/11/2023

**LDB Audit Services Pty Ltd t/as
Postan Miller and Associates**
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Migrant Information Centre (Eastern Melbourne) Ltd

Independent Audit Report to the members of Migrant Information Centre (Eastern Melbourne) Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Migrant Information Centre (Eastern Melbourne) Ltd, which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Migrant Information Centre (Eastern Melbourne) Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

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

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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Migrant Information Centre (Eastern Melbourne) Ltd

Independent Audit Report to the members of Migrant Information Centre (Eastern Melbourne) Ltd

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

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

LDB Audit Services Pty Ltd

LDB Audit Services Pty Ltd
Suite 32, 25 Claremont
Street SOUTH YARRA VIC
3141

Nicole Postan

Nicole Postan
Director

Date 16 November 2023

