



**MIGRANT
INFORMATION CENTRE**
(EASTERN MELBOURNE) LTD

**ANNUAL REPORT
2023/2024**



MIGRANT INFORMATION CENTRE
eastern melbourne



Helping individuals, families, and communities from diverse backgrounds integrate into Australian life and access services since 1999.

Acknowledgement to Country



MIC acknowledges the traditional owners and custodians of the land in which we work, the Wurundjeri people of the Kulin Nation. We pay our respects to their Elders past, present and emerging.

MIC values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

“The views and opinions expressed in this publication funded by the Commonwealth and Victorian State Governments are not necessarily those held by the Commonwealth or the Victorian State Government. The Commonwealth, the Victorian State Government, its officers, employees and agents are not responsible for items prepared by the Funded Organisation. Any information or advice set out in the text should be verified before it is put to use by any person. The Commonwealth, the Victorian State Government, its officers, employees and agents disclaim responsibility for any inaccuracy contained within the text, including those due to negligence.”

Migrant Information Centre (Eastern Melbourne)
Annual Report 2023-2024

November 2024

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

ISBN 1 876735 90 2

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A Message from the Chair

Chair's Message

This year, the Migrant Information Centre (MIC) has delivered significant outcomes through a wide range of programs and services. We have provided essential settlement support for newly arrived migrants, developed community initiatives for established migrant and refugee groups, and facilitated access to services for older adults, people with disabilities, and their carers.

The Settlement Engagement and Transition Support (SETS) program continues to be a cornerstone of our work, addressing the needs of newly arrived migrants in the eastern region. This year, we introduced innovative services specifically tailored for children, young people, and women. These efforts are strengthened by the deep connections fostered by our dedicated bicultural workforce.

In the area of family violence support, our Family Violence Program has expanded with new funding to enhance individual support through counselling and other services. Our prevention and intervention efforts also include Family Violence Prevention Workshops, which have been well-received by the community. In collaboration with FVREE (formerly EDVOS), MIC launched the Working Together project. This co-case management initiative supports victim-survivors of family violence from newly arrived refugee and migrant backgrounds, ensuring they receive comprehensive support. We are proud to lead this critical partnership.

Despite the defunding of our Jobs Mentor Program, which had provided crucial employment guidance to migrants and refugees, we remain committed to exploring alternative avenues for employment and skill development support for our community members. We understand the importance of economic independence and will continue to advocate for resources in this area.

Our engagement with young people at risk of disengagement remains strong. Through after-school programs in sports, music, and arts, alongside personalized counselling and casework support, we are fostering positive outcomes that underscore the value of community involvement.

Recognizing the needs of our senior community members from culturally and linguistically diverse backgrounds, we are committed to offering culturally sensitive programs. Our bicultural staff provide valuable referral pathways, helping clients navigate mainstream services and empowering them to make informed choices about their care.

Our achievements this year would not have been possible without the steadfast support of our funding bodies. We are grateful to the Commonwealth, State, and Local Government Departments, as well as our philanthropic partners.

I would like to thank my fellow Board Directors for their significant contributions, both within and outside of Board meetings. Special thanks to outgoing Director Mark Melican, whose involvement over the past eight years has been invaluable. I also extend my gratitude to Jessica Bishop, our CEO of eight years, who stepped down from the role in August 2024. Her leadership and dedication have been instrumental to MIC's success, and we wish her all the best in her future endeavors.

As we look to the future, we remain dedicated to empowering the communities we serve. Our focus will continue to be on strengthening our systems and processes to meet the current and evolving needs of our communities. I am grateful to our staff, volunteers, and students for their hard work over the past year. Together, we are well-positioned to continue making a meaningful impact and driving positive change.



Lisa Dean
Board Chair

New CEO Appointed

Rachna joined us as our new Chief Executive Officer on the 2nd September 2024.

Rachna brings over two decades of leadership experience in community not-for-profit organisations, including Spectrum Migrant Resource Centre and CommUnity Plus. She has a deep understanding of the refugee and migrant experience, coupled with a strong commitment to social inclusion, equity, and human rights. Rachna is passionate about ensuring that migrant and refugee communities are supported and have access to services that enable meaningful participation and contribution to our society.

As a proven leader, Rachna excels in strategic planning, developing data-driven outcomes, and has a solid track record in securing grants, managing budgets, and ensuring compliance with grant requirements. Throughout her career, she has also demonstrated a strong commitment to fostering an inclusive workplace culture and building partnerships with diverse stakeholders.

The board is confident that Rachna's leadership will guide us forward and she is eager to meet with each of you to learn more about our work and discuss the exciting future ahead.



**Rachna
Muddagouni**
Chief Executive
Officer

”

As we look to the future, we remain dedicated to empowering the communities we serve. Our focus will continue to be on strengthening our systems and processes to meet the current and evolving needs of our communities.

*- Lisa Dean
Board Chair*

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 Staff, Volunteers and Students on Placement

Thank you to all the staff and volunteers who contributed to the valuable work of MIC.

Jessica Bishop

CEO (resigned Sep 2024)

Judy McDougall

Senior Project Officer (resigned Feb 2024)

Mei Hui

Community Programs Coordinator

Jacquie Arulanandam

Settlement Program Coordinator

San San Aye

Playgroup Facilitator

Wesley Bawia

Settlement Worker/Strategic Partnerships Program Worker

Ruth Bignell

Family Violence Counsellor

Sally Brooks

Strategic Engagement Coordinator

Lorraine Busuttil

Homework Support Program Facilitator

Pui Yee (Winyion) Chan

Finance Officer

Zhaohua Chang

Playgroup Facilitator

Virginie Charoux Mindiel

Administration Officer

Mervat Dahdoule

Volunteer Coordinator/Community Visitors Scheme Worker

Zang Kho Khai (Steven) Haukip

Settlement Worker

Lian Ding Hmung

Community Employment Connector/Settlement Worker

Tial Hnem

Settlement Worker/Project Worker

Amber Huang

Settlement Worker/Project Worker

Ezgi Ilhan

Project Worker

Geraldine Jeremiah

Access and Support Program Worker

Rohan Joshi

Youth Settlement Worker

Deedar Khudaiddad

Access and Support Program Worker

Daniel Lian

Settlement Worker/Housing Worker

Sang Hu Lian

Community Employment Connector

Safieh Loulagar

Settlement Worker/Migration Agent

Judy Zhou

(Settlement Worker/Migration Agent)

Shani Maheshi

Youth Counsellor/Advocate

Esera Maung

Settlement Worker



Yuli Liang

Access and Support Program Worker

Sophie McKenzie

Settlement Worker/Project Worker

Khuang Mang

Strategic Partnerships Program Worker

Jessica Ness

Strategic Engagement Coordinator

Juliet Noonan

Settlement Worker/Project Worker

Mehul Patel

Settlement Worker/Driving Program
Coordinator/Access and Support Worker

Marijo Pozega

Settlement Worker (Family Support Specialist)

Lingzhi Ruan

Project Worker

Sawm Suante

Settlement Worker

Ciin Khan Huai Sakte

Jobs Victoria Mentor

Van Bawi Lian Sunthang (Liante)

Jobs Victoria Mentor

Linda Tan

Access and Support Program Worker

Robyn Tan

Homework Support Program
Facilitator/Settlement Worker

Marguerite Ton

Settlement Worker

Pannamy Touch

Youth Settlement Worker

Elisa Yeung

Settlement Worker

Houra Zare Lavassani

Settlement Worker/Strategic Partnerships
Program Worker

Ciin Lian Cing Rosy

(Casual Childcare Worker)

Kate Wilde

(Casual Group Facilitator)

Lily Kingbawl

(Casual)

Rosy Nawal

(Casual)

Leda Lee

(Volunteer Coordinator)

Madeline Lawson

(Project Officer)

Mengxia Gu

(Access & Support Worker)

Nidhi Khanna

(Family Violence Coordinator)

San San Aye

(Project Worker)

Volunteers

Our Volunteers

In 2023/2024, 67 MIC volunteers played a vital role in supporting our clients across a variety of programs and activities. These dedicated volunteers assisted individuals from newly arrived refugee and migrant backgrounds in settling into a new country. Their support included helping clients navigate public transport, attend medical and essential appointments, access local recreational programs and services, and improve their conversational English. Additionally, they provided one-to-one tutoring for secondary school students, delivered material aid, offered social support to older individuals, and contributed administrative and marketing support within the MIC office.

Apart from individual support, volunteers were instrumental in facilitating a variety of group-focused activities, including primary and secondary school Homework Support Programs, swimming programs, playgroups, school holiday programs and excursions. They also supported additional programmes such as the Young Men's Program and the Young Women's Program.

MIC deeply appreciates the invaluable contributions of our volunteers, whose efforts are essential to the successful delivery of our programs and the ongoing support of our clients.



The settlement worker supported my children to adjust in the schools and gave them lot of guidance.



I really enjoy coming for community events at MIC as I can make many friends and do not feel alone.

Student Placements

In 2023/2024, MIC supported 16 students in completing their placements with our organization. These students were enrolled in a range of undergraduate and postgraduate courses in community services, youth work, and humanities. In addition, MIC hosted students from TAFE programs undertaking certificate and diploma courses.

We extend our sincere thanks to Mei Hui for coordinating the program during a period of transition, and we are grateful to the students for their valuable contributions to MIC's work. We also appreciate the staff who provided supervision and guidance. A special thank you to the TAFE colleges and universities who partnered with MIC on the Student Placement Program.



Supporting Our Migrant Communities

The Purpose of Settlement Engagement and Transition Services (SETS)

WHAT we aim to do:

The purpose of the SETS program is to **equip and empower** humanitarian entrants, other vulnerable migrants and their communities, **with the knowledge and tools** to address their settlement needs in order to **improve social and economic participation, and community connectedness**.

The program focuses on **building independence, self-agency, self-efficacy, and personal well-being**.

The Objective of SETS

HOW we aim to do it:

- Assist eligible clients to **integrate into society**
- **Build the capacity** of small and/or ethno-specific organisations to **better support their local communities**
- Foster a **whole-of-community approach** to achieve settlement and integration outcomes.

A Year in Review

The Settlement Engagement and Transition Support (SETS) program, delivered by the Migrant Information Centre (Eastern Melbourne) (MIC), provided essential support to 2,181 clients from 32 different countries during the 2023/2024 financial year. A total of 871 clients received individualized assistance through 3,831 casework sessions, resulting in 1,052 referrals to other services. Additionally, 1,310 clients participated in 253 group programs, which were delivered across 547 activity sessions. MIC collaborated with over 40 services and agencies spanning community, health, emergency services, and other sectors to ensure the effective delivery of SETS activities.



Casework & Referrals

MIC provided SETS casework support to 871 clients across 3,831 sessions. Of these, 800 were low-intensity clients requiring one-off or short-term assistance, while 275 required medium-intensity support. Client needs often fluctuated between low and medium-intensity levels throughout the year, which is reflected in the data.

A total of 458 referrals were made through SETS casework, connecting clients with a wide range of support services. Of these, 376 were to external service providers, while 82 referrals were to other support programs within MIC.

Casework support was delivered at MIC's offices in Box Hill and Ringwood, as well as through outreach programs at local secondary schools, including MELBA College, Ringwood Secondary College, and Doncaster East Secondary College. Support was also provided at the AMEP program at Swinburne TAFE in Croydon, along with some home visits where appropriate.



Client Quote:
My caseworker was so helpful and I understood the programs offered at the community health centre.

”

Casework & Referrals

800

Assisted
Clients

2,541

Casework
Sessions

456

Referrals
Made

275

Assisted
Clients

1,290

Casework
Sessions

276

Case
Plans

115

Referrals
Made

Low Intensity

Clients requiring low intensity casework support presented with the knowledge and skills required to settle into their new community with minimal assistance. MIC assisted a total of 800 low intensity clients across 2,541 casework sessions. A total of 456 referrals were made, including 359 referrals to external services and 97 internal referrals to other MIC programs and services.

Feedback from clients was positive with 91% stating that their caseworker helped them better understand the issues they were facing and assisted in resolving them. 85% of clients increased their understanding of other services and how they could access them.

Medium Intensity

Clients requiring medium-intensity casework support presented with more complex support needs that required assistance across multiple casework sessions for their issues to be resolved. Case plans were created in collaboration with all clients presenting with medium intensity issues. By clients identifying their goals, case plans were developed to help identify the steps necessary to achieve their goals. This process assisted in creating greater independence for clients and supported them to identify and take steps towards achieving their goals. MIC created 276 case plans in partnership with medium intensity clients.

Caseworkers supporting medium intensity needs clients provided information, advice, and referrals, as well as advocacy, support and outreach as required, until the client was better able to navigate the Australian service system on their own. MIC assisted a total of 275 medium intensity clients across 1,290 casework sessions. 115 referrals were made to support clients including 99 referrals to external agencies and 16 internal referrals to other MIC programs and services.

Feedback collected from clients indicated 90% felt they better understood their issues after talking with their caseworker and what was required to meet their goals. 89% of clients felt the support they received helped them address their needs with 90% indicating the support has helped them in their settlement.

”

MIC helped me fill out a form from the Council and helped with other documents and explained them to me again if I didn't understand.

Casework & Referrals

Migration 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 132 clients were assisted with migration support across 321 sessions. In the financial year, 2023-2024 the program assisted over 132 clients, totalling of over 325 sessions. This is very valued and respected program, which MIC offers to range of families in Eastern Melbourne.

Housing

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 supported 136 clients with housing related matters across 431 sessions. Referrals were made to 154 support services with 145 external referrals and 9 internal referrals. Through this support MIC was able to secure housing for 36.

136
Assisted
Clients

431
Casework
Sessions

154
Referrals
Made



Casework & Referrals

91
Assisted
Clients

202
Casework
Sessions

87
Referrals
Made

Employment

Employment casework at MIC begins by assessing a client's needs and employment goals, working collaboratively to overcome barriers and achieve those goals. Clients received support and guidance on education and employment options, along with referrals to relevant employment support programs and services when needed. Employment caseworkers also assisted clients in creating or reviewing resumes, developing job search skills, improving interview techniques, and preparing job applications.

MIC provided employment casework to 91 adult clients across 202 sessions. A total of 87 referrals were made, including 82 to external services and 5 to internal programs.

Client feedback was overwhelmingly positive, with 100% indicating they had a better understanding of their issues after speaking with their caseworker, and 93% stating that the support they received helped them address their needs. Additionally, 80% felt that the information and support provided had increased their ability to pursue employment opportunities as well as understanding of how to gain employment with 87% stating the support has assisted them in their settlement in Australia.



Chinese community information session on heart health presented in collaboration with Women's Health East

Information Sessions

Information sessions were delivered to newly arrived community groups to build understanding of services and increase their confidence and capacity to support themselves with their settlement needs. Session topics were identified by assessing the needs expressed by clients assisted in SETS casework, from client feedback, and by identifying current issues impacting local migrant and refugee communities or groups.

In 2023/2024, MIC facilitated 71 information sessions, delivered to a total of 1,081 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo, youth and mixed language-group backgrounds. Session topics covered included: how to access aged care services, tenancy rights, budgeting and money management, Australian culture and government, home safety, understanding welfare services in Australia and migration. MIC engaged and partnered with multiple local community service and government agencies in delivering the sessions including Berry Street, Victoria Legal Aid, Victorian Police, Services Australia, Women's Health East and Tenants Victoria.

Information session feedback from participants indicates 95% people felt the sessions addressed and helped answer questions they had in relation to their needs with a further 95% of participants stating the sessions increased their understating of other services and how they could access them. A total of 98% of participants felt the information provide assisted them in their settlement in Australia.

71
Delivered
Sessions

1,081
People
Reached

8
Community
Groups
Engaged

9
Services
Collaborations



**Karen community information session
on Australian culture and democracy**

Life Skills Programs

Hakha Chin communities
Melbourne City excursion



71
Delivered
Sessions

1,084
People
Reached

”

Phaisa zeitindah tawrel le chiah ding a si ti kha ka cawng. Cun MIC nih chungkhar buainak kong thawngthanhnak a pekmi FVREE zong kha san a tlai tuk.

I learnt how to manage and save money. Also, MIC delivering information session about family violence service FVREE is very useful.

MIC delivered 11 family and domestic violence (FDV) information sessions for the Hakha Chin, Iranian, Zomi, Karen, Chinese, and youth community groups, with a total of 155 participants. Many of these sessions were integrated with other programs that attracted a captive audience. For example, programs focused on money management or Australian law also included additional sessions covering topics such as financial abuse, understanding family violence in the Australian context, the law regarding family violence and control, and available family violence support services.

Young people were engaged through the SETS Youth service marathon activity, where one of the stops included learning about family violence and the various support services they could access. The Iranian community also participated in the '16 Days of Activism,' which featured interactive activities and information on family violence.

These sessions were conducted in partnership with MIC's Working Together Program, the Supporting Multicultural and Faith Communities to Prevent Family Violence Program, and FVREE.

Participant feedback indicated that 95% felt the sessions effectively addressed their questions, and 91% reported that their understanding of organisations they could approach for help had increased.



Domestic
and Family
Violence (DFV)
Information
Sessions

Life Skills Programs

Swimming Program

MIC's swimming program was so popular that an additional two programs were delivered to meet community needs. Swimming programs were delivered in collaboration with 'Just Swim' swimming school which consisted of one Iranian community program and two Chinese community programs. A total of 24 people attending across three programs of 8 sessions each.

The programs provided basic swimming skills and water safety training to participants while supporting them to become more familiar with their local swimming pool, what it can offer and assisting them to feel more comfortable to access it on their own.

The programs were offered in the evening and worked very successfully for the Iranian community. The evening time slot for the program initially was thought to be challenging for the Chinese seniors to attend, however the program saw unexpected outcomes with Chinese participants eagerly participating and thriving in the opportunity to learn a new skill and formed strong friendships which resulted in a second program being run for the community to meet the demand.

Feedback from the programs was very positive with 95% of participants indicating they felt more confident in the water and learnt more about their local swimming pool facility. 95% of participants stated the program encouraged them to be more physically active with 100% of participants finding the program helped them connect with others and form friendships.

”

دوستان
زیادی پیدا
کردیم
شنا یاد
گرفتیم

*I could find
a few good
friends and
learned how
to swim.*



Swimming program with the Chinese community in collaboration with Just Swim swimming school

Life Skills Programs

Parenting Program

MIC delivered 6 parenting sessions for the Hakha Chin, Karen and mixed-language communities with a total of 63 people participating.

Sessions were delivered both online and across various community spaces, choosing venues to best suit each group. Topics covered included: how parents can support children transitioning to kinder, understanding healthy eating and how to prepare healthy lunch boxes, understanding and supporting the mental health of children, discussing parenting strengths and challenges and cyber safety.

Sessions were delivered in partnership with Maroondah Children's Services, EACH, The Water Well Project, Foundation House and Blackburn English Language School. There was positive feedback from the sessions with 96% of participants indicating they felt more confident about parenting after attending the session with one commenting "I learnt about children's behaviour and about strategies to help me". The program also engaged and collaborated with multiple services, which saw 90% of participants stating the sessions increased their understanding of other services and how they operate with one participant commenting "I understand now what Foundation House do, such as counselling. I never heard it before. It makes me realise the wide range of help available." Overall, 94% of participants stated the sessions and information provided helped them in their settlement in Australia.



**Kan fa le kong
he peg tlai in
cawn piak kha ka
lungtling ngai!**

*This parenting
session is very
important and
interesting!*



The Water Well Projects mental health session with the Karen community involved practical demonstrations

Life Skills Programs

Learning Into Practice

One parenting session for the Karen community on healthy lunch boxes included a hands-on cooking workshop, which practically demonstrated how parents can prepare healthy meals snacks for their children to take to kinder and school. The session included children and parents, to help establish healthy family relationships and participation of children in preparing their meals. Karen community members had previously advised MIC they were unfamiliar with and interested to learn how to use their ovens. In response, the program included baking healthy muffins' together. Participants not only learned practical cooking skills but also engaged in discussions about nutritious foods. Each attendee received an easy-to-follow recipe sheet with pictures to continue cooking at home. The program's impact was evident when a proud parent later shared the story of their primary school aged son, who learned to bake muffins at the program and successfully sold them at a school bake sale fundraiser.



Life Skills Programs



**Lam si kan man
tak a zuih na
in bit na tampi
ong pia cih ong
phawk sak.**

*We learn about
how following
road rules
reduces a lot
of risk.*

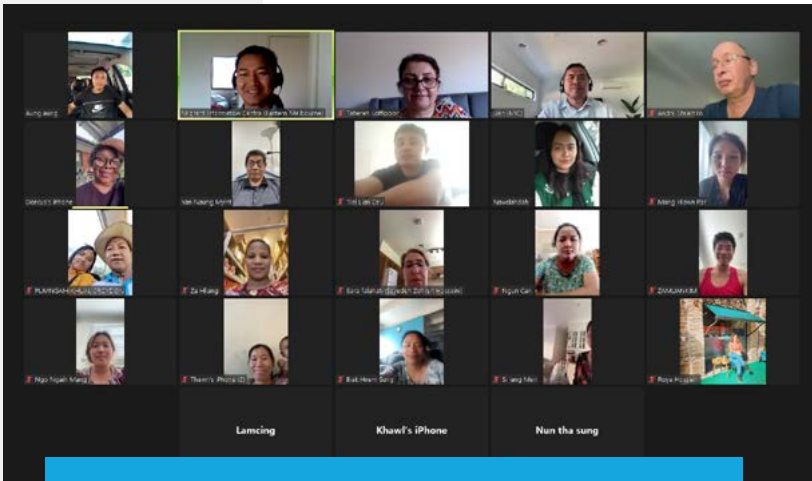
Driver Education Program

MIC delivered 2 driving programs for the Hakha Chin, Zomi and Burmese communities and one and mixed-language background group with 69 people attending across a total of 17 sessions.

The programs aimed to build participants' understanding of Australian road rules and responsibilities, understanding the dangers of drink and drug driving and maintaining road safety. The programs consisted of 5 information sessions and upon completion each participant received subsidised driving lessons with a registered driving instructor.

Sessions were delivered face to face and online collaborating with the Victorian Police. Two of the Driver Education programs were for both men and women and were delivered in

partnership with VicRoads. Programs produced positive feedback from participants. 100% of all participants stated the program met the needs, increased their understanding of roads rules and driving in Australia and that they learnt about other services such as VicRoads and Victorian Police and how they could assist them. As a result, 100% of participants stated the program helped them in their settlement in Australia and they felt more confident to participate in their wider community.



Zomi and Burmese driving program delivered online

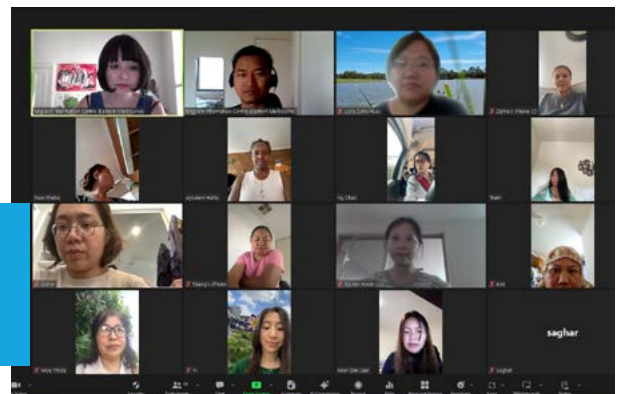


**I learnt how
to drive safely
for myself and
people around
me. What to
do when an
unexpected
thing happens.
It is a whole
package which
teaches you
about safe
driving.**

DFV Women's Driving Program

MIC conducted 1 Women's Driver Education program which aimed to build women's independence and empowerment. Participants from Chinese, Burmese, Indonesian, Zomi, Persian and Vietnamese backgrounds attended the program with positive outcomes experienced.

100% of participants felt the program addressed their needs and helped them learn about other services such as Victoria Police and VicRoads.



Women's driving program delivered online

Life Skills Programs

Australian Education Systems

MIC delivered 6 education sessions to the Hakha Chin, Iranian and mixed-language groups with a total of 58 people participating.

The sessions covered topics such as school transitions (from kindergarten to primary school, from primary school to high school) and understanding Victorian Certificate of Education (VCE) and VCE Vocational Major (VCE VM) pathways. Sessions were delivered both online and face to face with some in collaboration with Maroondah City Council.

Feedback from the sessions indicates 95% of participants found the sessions addressed their needs with 98% of participants indicating the session increased their understanding of the Australian education system. 93% of participants indicated they felt more confident in participating in the wider community such as their children's school after the session with 98% stating the session has helped them in their settlement.

”

Sang ih sak ding naupang te ih gin khol sak dan ding le sang nop a sak theih nading ih lungnop sak ding cih hong gen te thupi sa ing.

I'm very glad to know how to make our children feeling happy at school, how to get them ready for school.



Australian Education session with the Zomi community

Life Skills Programs



Kan lungre theih nak kha mah lawng tuar lo ding hawi le sin chim ding.

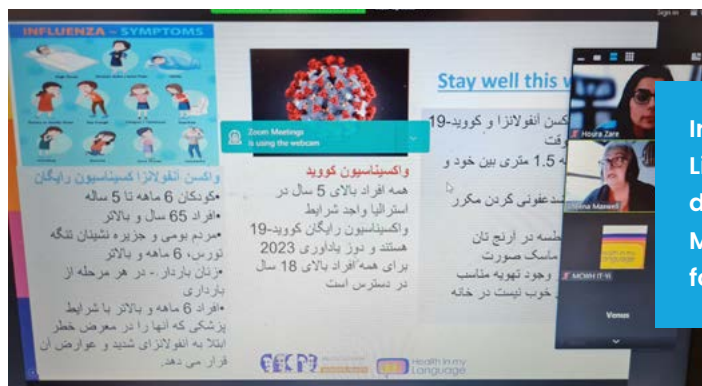
I learnt why it's so important to talk to someone about your stress and mental illness. Very good.

Healthy Lifestyles

MIC delivered 6 Healthy Lifestyles sessions with the Chinese, Hakha Chin and Iranian communities and mixed-language groups with a total of 82 people participating in the sessions.

Sessions were delivered in collaboration with Women's Health East, The Water Well, Diabetes Victoria and Multicultural Centre for Women's health. Project topics covering topics such as healthy, living, women's health and mental health.

The sessions received positive feedback with 100% of participants stating the sessions increased their understanding of how to live a healthy lifestyle with 90% stated they would try the healthy lifestyle ideas and activities provided in the sessions on their own. A further 90% felt their needs were addressed in the sessions with 93% stating the information provided assists them in their settlement in Australia.



Iranian Healthy Lifestyles session delivered by the Multicultural Centre for Women's Health



Learning how to read my MyGOV messages is most important. Thank you.

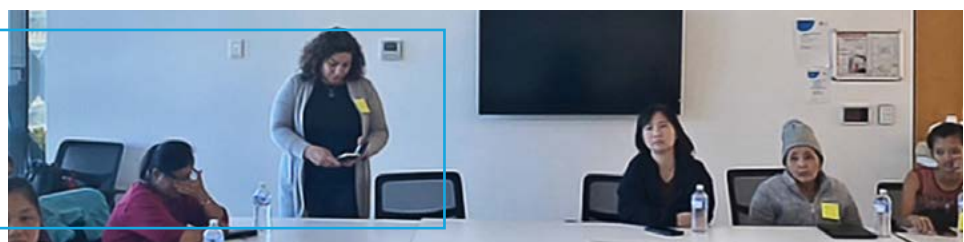
DFV Women's Digital Literacy

MIC delivered 3 women's digital literacy sessions to those from Chinese and Karen backgrounds with a total of 27 people participating.

The sessions focused on building women's empowerment by supporting them to better understand how to use digital devices to navigate and access services such as Centrelink, Medicare and MyGov; how to view process payments and claims via smartphone banking apps; online safety, frauds and scams, how to use, access and upload documents on email via smartphones; and signing and filling pdf forms using a smartphone.

Feedback from participants indicated 100% found the session addressed their needs and helped them feel more confident using online services.

Women's Digital Literacy sessions with Karen women



Life Skills Programs

DFV Women’s Financial Literacy

MIC delivered 5 financial literacy sessions for women from the Hakha Chin community with a total of 15 women participating. The program aimed to build the capacity of women to better understand and manage their own finances and to recognise financial abuse.

The program explored gender equality, strategies for resolving conflict without violence and anger management strategies. 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, setting realistic goals and how to save towards them.

The sessions received positive feedback from participants with 100% stating the sessions addressed their needs and helped them understand how to manage money better. 85% indicated they learnt about other services they could go for help with and felt confident to access these services on their own.



Hakha Chin women’s financial literacy session in collaboration with Berry Street



Super kong le pension tik ah kan tang ka ze tin dah kan tol rel lai ti mi kong.

I learnt about superannuation and how to prepare and manage and save money for retirement.



How to save money is the most interesting part, because it is not easy to manage sometimes.

Life Skills Programs



Yes, I learnt it's important for both parties in the friendship or relationship to feel comfortable and safe around each other.

DFV Men's Groups

MIC delivered 2 men's groups, one for Iranian men and a second for young men (secondary school aged) from mixed language backgrounds with a total of 13 people participating.

The Iranian men's group was facilitated in collaboration with Relationships Australia, while the young men's group was delivered in collaboration with ECASA and The Workshop.

The program saw 100% participants state they learnt more about healthy relationships and how to deal with conflict in a relationship because of their participation.



Young Men's group

Life Skills Programs

DFV Women's Groups

MIC facilitated 2 women's programs, one with the Chinese women and one with young women (secondary school aged) from mixed language backgrounds.

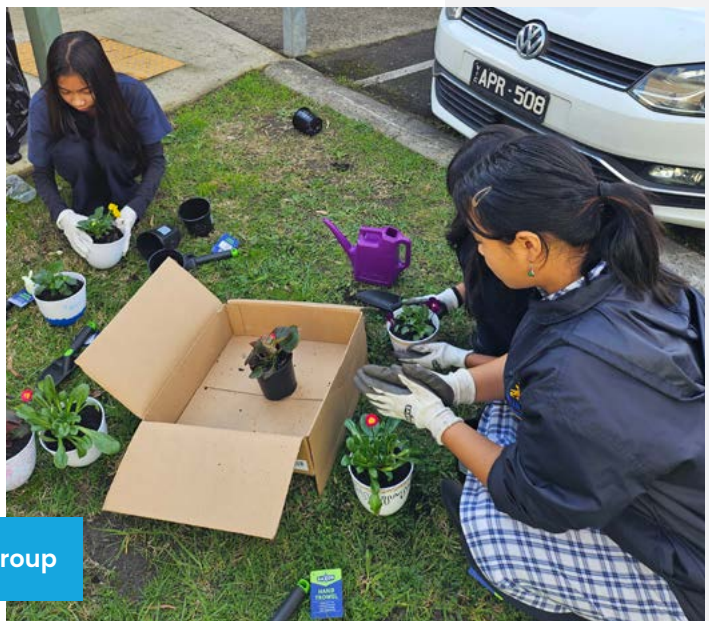
The Chinese women's group was delivered in partnership with the MIC's Specialist Family Violence Counselling Program. The program covered topics such as understanding healthy relations, managing emotions, effective communication, setting boundaries and conflict resolution and self-care.



Chinese Women's Group

The young women's program was delivered in collaboration with Foundation House and was designed to engage young women in discussions and increase their knowledge about consent, respectful relationship, women's health and emotional regulation. Guest facilitators from various services including EACH, Youth Law and Eastern Centre Against Sexual Assault (ECASA) to were invited to guest-facilitate some sessions with the aim to introduce the young women to these services and how they can access them on their own. The program also allowed young people to make social connections and link with different services for support.

Young Women's Group



”

学会了如何和孩子老公相处。

I learnt how to get along with my kids and my husband.

”

My favourite parts of the program were talking about healthy relationships and eating together.

Life Skills Programs



မိုးလားလီကွဲဒီးလဲ၊
တုဘာ်လာတံလီလား
တလဲတုဘာ်နိုဘိုအ
ယိသးခုဒိ်မး

We went for excursion as a group and had been to places that we never been before, and I really enjoyed it.

Excursions

MIC conducted 6 community excursions in 2023/2024 with the Karen, Hakha Chin, Chinese, Zomi, Iranian and Burmese communities with of total of 97 participants.

Excursions focused on social connections as well as learning about community spaces, navigating public and accessible transport options and building confidence to participate in the wider community.

The Karen community excursion navigated the metro train system and the Vline train network showing the community different places they could explore and discover on their own. Melbourne city excursions were organised with the Hakha Chin and Zomi/Tedim Chin communities where they learnt how to travel into the city by public transport, discovered new places within the city and experienced the Christmas festivities. Excursions to the local swimming pool were also organised with the Iranian and Burmese communities where they learnt about easily accessible activities in their local area while participating in water

safety sessions delivered by the pool staff. These excursions were family-friendly days that saw community members of all ages coming together, making social connections and learning how to access and experience different areas of the community.

Feedback from the sessions indicated 90% of participants learnt more about places and services in Melbourne with 84% stating they felt confident to visit these places on their own with their families and friends in the future. 84% stated they felt more confident to travel by public transport with 93% indicated the program helped them in their settlement in Australia. 98% of participants stated the program helped them engage with new people and strengthen friendships with 97% indicating they feel comfortable to attend other similar programs in the future.



Karen community excursion



Chinese community excursion

Life Skills Programs

Breaking Barriers

An older Iranian lady participated in the Iranian pool day. She had very limited English and remained very quiet and reserved at the start of the program. However, she quietly paid close attention to all the activities around her and carefully watched as the swim teachers gave the water safety sessions. To everyone's surprise she decided to get into the pool to try participating in the activities. Her enthusiasm was evident as she watched the instructors intently and through unspoken gestures and nods took part in all the activities. MIC staff noticed her confidence and participation in the day greatly increase. Despite the language barriers the client was eager to connect with others and befriended another local swimmer. The two ladies could not communicate yet there were plenty of smiles as they tried to connect. An MIC volunteer then stepped in to translate as they bonded together and learnt more about each other.



Life Skills Programs

Children's Holiday Program

MIC delivered 6 children's holiday programs in 2022-2024, with 81 children from mixed community groups participating.

The holiday programs focus on social engagement, creative play and exploration to provide children with the space to connect with others in a fun, safe environment. The program has shown to also be very beneficial for families who are not always able to provide social and recreational activities for their children during the school breaks.

The program saw children visit the Melbourne Museum, play mini golf, go ten pin bowling, engage in swimming programs run by Life Saving Victoria, attend the family day at the Australian Open and engage in creative play and cooking sessions.



Youth Life Skills Programs

Youth Swimming Program

MIC conducted a 10-session swimming program for young people in collaboration with Life Saving Victoria (LSV) and Maroondah Leisure.

The program was designed to increase understanding of water safety and equip participants with swimming skills, increase their confidence in and around water and learn more about a local community facility they could engage with on their own.

The program had solid attendance from participants with many receiving a swim pass donated by LSV and Maroondah Leisure for successfully attending all sessions of the program. Providing passes to the pool encourages participants to continue developing their skills by removing the financial barrier many young people face to accessing a public recreational facility outside of an organised program.

Feedback from the program showed 100% of participants engaged in a new activity they had not done before and learnt more about their local swimming pool. All participants indicated the program increased their knowledge of water safety, with 86% feeling the program encouraged them to be more physically active.

”

I never thought I could swim in my life but after this swimming program, I learnt how to swim. I am really happy.

Diving Into The New

For many young people who participated in the program, many had never had the opportunity to visit a swimming pool let alone learn how to swim. One young person expressed his eagerness to engage in this program by continually coming early to practice his swimming skills prior to his lesson. Initially this young person was very quiet and withdrawn and refrained from engaging or communicating with others in the program. However, MIC youth workers witnessed his confidence grow as he started interacting more with his peers and with staff and had progressed considerably as a swimmer.



Youth Life Skills Programs



I found that EACH youth one really interesting because I never knew that you could do some check-ups by the doctors for free and I think it's really helpful.



I find that EACH being free and Foundation House being accessible regardless of however long I've been in Australia were two really important services I learnt about today.

Youth Service Marathon

MIC delivered a Youth Service Marathon program with 11 young people participating. The 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 structured in an 'Amazing Race' format, with young people placed in teams that had to work together to solve clues and find different services, navigating public transport and to reach service providers within the area. Upon arrival at each service, young people learnt about the service and what they offered, which they then used to answer a series of questions about the service before racing to the next destination.

The program was conducted in collaboration with REALM - Eastern Libraries, EACH Youth Clinic, Foundation House, Eastern Community Legal Centre (ECLC), Maroondah Youth Services, Youth Support and Advocacy Service (YSAS) – Alcohol and other drugs support, and MIC's Working Together program.

The program saw positive feedback with 91% of young people indicating that they learnt a lot about different services and what they offer, many of which they were unaware of before. A further 91% of participants stated the program assisted them to be more confident on how to use public transport.



Youth Life Skills Programs

Youth Employment Program

MIC delivered 4 youth employment program sessions with 22 young people participating.

The program aimed to improve employability of young people, while helping them to understand how to apply for jobs and expectations of employers in Australia. The programs helped to develop the skills of young people in performing job searches, appropriate communication for job seeking and interview skills, goal setting, and time and task management. The programs also looked at employment and study pathways.

The program was delivered in collaboration with Melba College, Swinburne Skills and Jobs Centre and Eastern Libraries.

The program had positive feedback with 83% of young people stating the program helped increase their confidence on finding a job and 93% stating the sessions provided them with new information about employment in Australia.



Thank you for this opportunity. I learnt a lot about apprenticeships and resumes.

Youth Life Skills Programs



I enjoyed learning about the lifesavers about how they help if someone needed help.

Youth Holiday Program

MIC delivered 3 youth holiday programs in 2023/2024 with a total of 40 young people participating.

The programs focused on social participation, relationship building amongst peers and, discovering new places in Melbourne that young people could access on their own or with friends and family in the future, as well as gathering essential knowledge about beach safety.



The program included sessions such as 'Escape to the City' that saw young people explore different places within the city on public transport including the Melbourne Museum and Queen Victoria Market. Another session was a beach safety day delivered in collaboration with Life Saving Victoria at South Melbourne beach, and an indoor sports day.

The program received positive feedback with 84% of participants feeling the program helped them learn more about places and services in Melbourne with 73% stating they would visit the location of the programs again on their own. A further 84% stated the program helped them engage with new people and strengthen friendships. The focus on using public transport in the programs saw 73% of participants feeling more confident travelling on public transport with 78% stating the program has helped them in their settlement in Australia.



I liked playing sport with my friends. Thank you!



Youth Life Skills Programs

Youth Leadership Program

MIC conducted a leadership program with 6 young people in collaboration with Blackburn English Language School (BELS).

The young people who attended had newly arrived and in the early stages of their settlement. Many were still adjusting to the new environment, the different culture and language.

The program focused on identity, discovering their strengths and finding their unique voice and communication skills.

The program saw a positive impact with 100% of participants stating they gained leadership better skills through the program with 89% indicating they would become more involved in their school or local community as a result. A further 67% of young people felt they gained new communication skills with 89% of young people stating the program gave them ideas on how they could demonstrate their new leadership skills.



”

The world is interesting because we are different but also that we are special.

”

It was just a challenge to see how is my English doing, teamwork and other activities but I learn the ability of communicate with other people and to be confident.

Youth Life Skills Programs



This was a great opportunity and environment that helped bring people together. Thank you. This program was really fun.

Young Women's Program

MIC ran a young women's group over seven sessions, with 12 young people participating. The program collaborated with Mooroolbark Secondary College, Yarra Ranges Council, and Collective Being.

Each week the young women worked on a different art activity and had discussions about self-esteem, strengths and how to deal with difficult emotions.

The program had a positive impact with 100% of participants indicating the program helped them feel proud of their multicultural identity and gave them different ways they could explore and express their emotions. All participants stated they learnt about other services they could access and felt the program helped them make new friends and strengthen friendships.



I learnt how to manage relationship and about emotions. Thank you for providing this program for us.

Young Men's Program

MIC conducted a 6-session young men's program which saw 10 young people participate.

The program focused on identity, the challenges of living between two cultures, being a young man in Australia managing emotions, and the challenges of social media.

The program saw lots of social connections and peer support take place during the program, with 100% of participants stating the program enabled them to meet new people and strengthen friendships. A further 80% of participants felt the program helped them learn about other services and in their local area with 100% of participants stating they felt more confident to access these services on their own.



Structured Programs

Primary School Homework Support Programs



MIC delivered 2 primary school homework programs across 69 sessions with a total of 31 children participating.

The programs are delivered with a team of MIC volunteer tutors who assist to engage and support children in their learning. The programs were delivered in partnership with Croydon Primary School and Great Ryrie Primary School.

The program received positive feedback from teachers at both schools, parents and children of the program.

95% of teachers felt the program has been beneficial for students with 85% stating they have seen an improvement in the overall performance of students in their classes because of the MIC homework support programs. 95% of teachers stated the students' English had improved and 100% of teachers indicated the program had given the students more confidence. Some of the positive remarks teachers provided of what they found most useful or beneficial about the program was:

TEACHERS

"Giving our students support to learn outside of school hours."

"Student's confidence to participate in class discussions."

"Hearing the children read, sing song and chants, healthy snacks."

"Supportive environment, where all students feel comfortable to join in and 'have a go.'"

All parents indicated that the program helped their child in their school work with 100% of parents also stating the program helped them understand the Australian school system better.

Students also responded positively with 71% stating the program had helped them with their homework with 76% feeling happy to ask their teachers for help when they need. A further 55% of students stated the program had improved their English and they had started reading more books because of the program.



”

I really appreciate your time, because at home I can't help them.

- Parent

”

I like playing soccer. I like apples. I like reading and writing also singing times tables.

- Student

Structured Programs



I liked how the tutors always corrected us in a respectful way when we got something wrong. I also liked when the tutors would strike up a conversation with us if we finished our homework.”

Youth Homework Support Groups

MIC delivered two homework support programs targeting secondary school students across 62 sessions. One program was facilitated face-to-face at REALM (Ringwood Library) as a group program where students engaged support from MIC’s volunteer tutors and Youth Workers. The program supported young people to better understand their schoolwork, complete their homework, improve their written English, reading and comprehension skills, spoken English and develop study skills and routines. MIC SETS Youth Workers were also present to support young people with other issues they needed assistance with. The second program was facilitated online and matched students with a volunteer tutor for one-to-one virtual homework and English language support sessions. This program assisted students with more specific needs and supported those who were unable to access the face-to-face location.

Students responded positively to the program with 90% stating the program helped them with their homework and 70% indicating the program helped them improve their grades at school.



Structured Programs

Chinese Support Group

MIC assessed the changing needs of newly arrived Chinese seniors in Eastern Melbourne and implemented a Chinese support group which ran monthly.

Many Chinese senior clients had their primary roles in the family as looking after their grandchildren. However, as their grandchildren's care needs changed MIC recognised a shift in amongst the Chinese senior to needing more social connections and personal development.

The group brought newly arrived Chinese seniors together, creating a space for social engagement while running several information sessions, consultations, craft and wellbeing sessions.

The program was held in partnership with Box Hill Library and saw overwhelming success with 126 clients attending the program.

Participants responded positively with 92% indicating the program helped them make social connections, meet new people and strengthen friendships. With various services attending the group to provide presentations and to engage informally with participants, 96% of participants felt the program increased their understanding of different services and how they could access them. A further 86% of participants felt the program helped them understand their rights and responsibilities when living in Australia with 96% indicating the program has helped them in their settlement.



”

很好！特别是工作人员的责任心和工作态度让我们感到温暖和值得信赖。

**It's very good!
Especially the staff responsibility and attitudes made us feel warm and reliable.**

Structured Programs

Playgroups

MIC conducted 3 playgroups, 2 multicultural playgroups and 1 Chinese grandparents playgroup, across 114 sessions with a total of 62 clients attending.

All three playgroups ran on a weekly basis during school terms and 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, practice routines to prepare for kindergarten or primary school, and for caregivers learn about child rearing and development in an Australian context.

The programs saw positive results with 100% of parents/grandparents stating they and their children/grandchildren have enjoyed the playgroups and felt it has been a helpful program for their family. 98% stated the program has supported them in their role as parents/grandparents with 100% of the adults indicating the program has given them more knowledge on looking after children. Creative play activities were shared in the group with all participants stating they felt confident to try the activities they had learnt on their own at home. A further 95% of adults felt their children were better prepared for kinder.



Client Satisfaction Results

Casework



Information Sessions



Life Skills Programs



Youth Programs



Structured Programs



Domestic Family Violence Programs



Community Development and Capacity Building Programs

MIC delivered the Strategic Partnerships Program funded by the Victorian Government, Department of Premier and Cabinet, Multicultural Affairs Division. This program consisted of community development and capacity building, the Strategic Engagement Coordinator Initiative and support for Asylum seekers. This program works in partnership with refugee and asylum seeker communities to achieve sustainable settlement outcomes

Strategic Partnerships Program, Community Development and Capacity Building

In 2023/2024, the program supported the Karen, Falam Chin, Mizo, Hakha Chin, Zomi, Zo, Matu, Tibetan, Pashtun and Iranian communities. Activities undertaken included:

- 3 Information sessions on Tenants rights and responsibilities, Visa cancellations and character assessments and Sexual harassment and access to services.
- Sports activities including 6 Badminton programs with the Hakha Chin, Falam and Zomi communities (total of 90 sessions), 4 swimming programs in partnership with Life Saving Victoria for children and adults with the Karen and Hakha chin communities, 1 multicultural volleyball tournament (130 participants), 1 indoor soccer tournament with the Zomi community (90 participants), 1 multicultural pool party and a weekly soccer clinic for children in partnership with Football Victoria.
- Two weekly sewing groups with women from Zomi and Hakha Chin backgrounds. Feedback indicated that 100% of participants gained sewing skills that enabled them to make their own clothes and reduced their social isolation.
- Activities for older people from the Hakha Chin, Karen, Falam/Mizo communities to help reduce social isolation and encourage older people to stay active including warm water activities, two social lunch events, arts and painting classes and Yoga.
- Meeting with community leaders and the provision of leadership training to associations. 4 Migrant Community Leaders Network meetings were held, 1 meeting with Hakha Chin Faith leaders to focus on strengthening family relationships and preventing family violence, 2 Leadership training sessions delivered to Melbourne Mizo Association and Eastern Karen Community Association Victoria and 1 session held with Australian Chin Community to facilitate the bilingual Hakha Chin professional workers network.
- Eight weekly English classes for Falam Chin women and men in partnership with Chin Community Victoria (CCV)
- Four excursions for the Karen, Matu and Zomi communities to Geelong on the VLINE train, Portarlington on the ferry, Sovereign Hill and Puffing Billy Lakeside.
- One Mizo Youth Talent event to strengthen relationships and increase sense of belonging by showcasing their talents and eight Chin Cultural dance practice sessions for Falam Chin children.
- Direct work with community associations included supporting Falam/Mizo Senior to become incorporated, Psylaw to implement a homework support program, 3 meetings with the Tibetan Association to support with setting up an ABN, open a bank account, training on child safety standards & support to write a statement of purpose and 2 meetings with Eastland Community Garden to continue to support participation from multicultural communities.

Community Development and Capacity Building Programs

Strategic Engagement Initiatives

In 2023/2024 the work included:

- Continuing to deliver to essential projects that were administered in response to identified gaps in service provision for people from refugee and migrant backgrounds.

1) Asylum seeker Information and Advice Service 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.

2) The Equip and Empower Program, an initiative developed by MIC to provide support to people who were 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.

3) Strengthening Multicultural Employment in the EAST, a short-term project developed to build the capacity of MIC staff to support jobseekers. Resources were developed for staff; 2 employment information sessions were delivered to women attending the multicultural playgroup and 1 training program was delivered to support community members to complete their Forklift Driving accreditation.

- Co-facilitating the Eastern CALD English Education and Employment Network and the Migrant Community Leaders Network.
- 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.
- Delivering Governance and Grant Writing Training to Multicultural community associations and Knox Seniors Associations in partnership with Knox City Council.
- Information sharing and consultation with state, federal and local service providers.



Community Development and Capacity Building Programs

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

As part of the Strategic Partnerships Program and with the support of Bendigo Bank MIC provided critical support 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 2023/2024 the work of the program included:

- Providing critical aid, information, advice and referrals to 80 individuals and families. Participants who accessed the program either had no income or limited income and experiencing financial hardship. MIC distributed a total of \$15,553 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.

Facilitating group programs and activities including:

- One social event with the Iranian community on healthy relationships as part of the 16 Days of Activism against Gender Based Violence Campaign (24 participants) in partnership with Victorian Government Supporting Multicultural and Faith Communities to prevent Family Violence program, SETS Program, Women's Health East and Yarra Valley Water.
- Two Information sessions on the Australian Education System and Employment Rights.
- Swimming program for adult asylum seekers- in partnership with Just Swimming School and Nunawading Aqualink Swimming Pool.
- One excursion to Aquarena Swimming Pool to offer social interaction for families and help them learn about local services.



Community Development and Capacity Building Programs

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.

Key Achievements of the project:

- The number of family violence information sessions delivered, and community members reached exceeded the original goal for this project. We reached over 300+ community members from 13 different CALD community groups with the aim of reaching 180 community members from 7 different CALD groups. We delivered a total of 22 community information sessions with the aim of delivering a total of 12 sessions.
- The achievements of the project reflect the broader impact of this project in building awareness of family violence and available support services for multicultural communities.
- Embedding a lived experience perspective into the provision of support we provide to clients at MIC regarding their experience of family violence and access to specialist family violence services.
- Strong connections were formed with members and leaders of CALD communities facilitated through the MIC bicultural workers and through MIC's existing network connections, which will continue beyond the life of the project.

The work of the program in 2023/2024 included:

- Implementation of the co-case management model between FVREE and MIC.
- Cultural competency training delivered to case managers and team leaders at FVREE to enhance their understanding on how to provide culturally appropriate support to victim/survivors of family violence from CALD communities.
- The project workers attended community events such as; MIC Harmony Day and Persian Fire Festival, to promote their program and inform communities on how they can access family violence support through MIC.
- Delivered Family Violence information sessions in collaboration with the MIC settlement team through their programs including; Living in Australia, Saver Plus, Digital Literacy, Play Group and Youth Programs. The topics covered in these sessions included; How to identify family violence, what support is available, how to access support and how to support others in the community.
- Attended a total of 20 networking events, which involved delivering a presentation about the work of the project and developing warm referral pathways with other organisations.

Community Development and Capacity Building Programs

Working Together Project (Continued)

- Program Presentation to Organisations in the EMR (East Metropolitan Region) including;
- Bi-Monthly Working Together Project Steering Committee Meetings to discuss the project's activities through sharing expertise, feedback, skill development and broad discussions on the topic of supporting victim/survivors of family violence in multicultural communities.
- Conducted interviews with clients who have lived experience of accessing family violence support through MIC, which was generated into a report highlighting the key findings and recommendations to improve the provision of family violence support for migrants and refugees. This report is made available for public access on the MIC website and has been shared with mainstream family violence services through the RFVP (Regional Family Violence Partnership) newsletter.
- Developed resources for staff at MIC and FVREE to guide collaborative practice and to build the capacity of workers and community members to provide culturally appropriate support to victim/survivors of family violence.



Community Development and Capacity Building Programs

Specialist Family Violence Counselling Program

Program Overview: MIC continued its essential work under the Victorian Department of Families, Fairness and Housing (DFFH) Specialist Family Violence Program, offering vital support to women from CALD (Culturally and Linguistically Diverse) backgrounds. The program addressed the needs of women who have experienced, are experiencing, or are at risk of experiencing family violence.

Counselling Services Provided: In FY 23-24, the program supported women through one-to-one counselling sessions, an increase from the previous year. These sessions ranged from short-term interventions to long-term therapeutic engagements, addressing complex mental health concerns and providing ongoing support. All forms and documentation were revised and updated.

Group Program Initiatives: This year, the program expanded its group initiatives while continuing to build on successful past efforts.

Chinese Women's Group on Healthy Relationships: In collaboration with the SETS Team, a 5-week program was conducted for Chinese women, focusing on fostering healthy relationships. The sessions were consistently well-attended, highlighting the program's relevance and impact. Key areas of focus included:

- **Understanding Healthy vs. Unhealthy Relationships:** Identifying relationship dynamics and recognizing red flags.
- **Managing Emotions:** Enhancing emotional intelligence and coping strategies.
- **Effective Communication:** Practicing clear and empathetic communication techniques.
- **Setting Boundaries & Conflict Resolution:** Learning to establish boundaries and resolve conflicts respectfully.
- **Psychological Awareness:** Increasing self-awareness of psychological factors affecting relationships.
- **Self-care & Reflection:** Encouraging ongoing self-care routines to support well-being.

Participants expressed positive feedback, appreciating the supportive environment and practical tools provided. The program empowered participants with skills applicable to various aspects of their lives.

Outcomes and Impact: The introduction of culturally specific group programs has been particularly impactful, offering participants a space to learn and grow in a supportive, culturally sensitive environment.

Challenges and Considerations: Funding limitations have restricted counselling services to just one day per week, resulting in a substantial waitlist and delays in support for many women. As program awareness grows, the demand for services has outpaced availability, increasing risks for vulnerable women due to delayed access to assistance.

Future Directions: The program aims to continue expanding its group work and partnering with local organizations to enhance outreach.

Community Development and Capacity Building Programs

Aged Care Volunteer Visitors Scheme (ACVVS)

Aged Care Volunteer Visitors Scheme (ACVVS)

Funded by the Commonwealth Department of Health and Aged Care, the MIC's Aged Care Volunteer Visitors Scheme (ACVVS) 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 2023/2024 the ACVVS program was supported by 18 volunteers who provided visits to 18 home care package recipients in their homes, and 4 older people living in residential aged care facilities. The program supported older people from a diverse range of cultural and language backgrounds including Arabic, Cantonese, Greek, Italian, Korean, Mandarin, Turkish, Serbian, and Vietnamese.

Engaging CALD Youth in Eastern Melbourne

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

In 2023/24, ECYEM held 14 programs with 233 participants across all programs. The programs were: 2 soccer programs at Action Indoor Sports Ringwood running for an average of 8 weeks, 3 volleyball programs at local schools running for an average of 8 weeks, 2 boxing programs at MVC boxing running for 8 weeks, two 3-day camps, one for young men and one for young women, one beach day with Life Saving Victoria, a 7-week leadership program at Ringwood Secondary College, a half-day leadership program/harm minimisation session with YSAS, a 6-week young women's group with Collective Being at Mooroolbark Secondary College, and a Know Your Rights session with YouthLaw at Melba College. In total (2022-24), ECYEM workers supported 81 clients with one on one casework and counselling support. As the project funding ended in April 2024, all programs and casework concluded in February. Project workers spent the February – April period working

on the project evaluation which included interviewing clients, parents, and stakeholders and putting together the project report, which can be found on the MIC website.

Through the in-depth work of the ECYEM project, valuable insights were gained into how to successfully engage and support at risk migrant and refugee youth. These insights were shared at the MIC Youth Forum in March 2023 and are included in the project's final evaluation report.

The ECYEM project was highly successful in engaging a hard-to-reach cohort of refugee and migrant youth and achieving positive outcomes for young people, their families, and their communities. Key outcomes included:

- Re-engagement with school, community, family, and/or employment
- Positive behavioural changes
- Crime prevention/reduction
- Improved wellbeing and health
- Strengthening families and capacity of local services

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

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Financial Statements

For the Year Ended 30 June 2024

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

The directors present their report on Migrant Information Centre (Eastern Melbourne) Ltd for the financial year ended 30 June 2024.

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 | | Resigned on 18 October 2023 |
| Mr Vinod Vijayan | | |
| Ms Naomi Kim | | |
| Ms Nicole Barwick | | |

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.

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.

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The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

General information

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 strives to attract and retain grant funding from all levels of government and philanthropic trusts and foundations in order to resource services for client groups.
- Mic has established reporting arrangements to ensure that the governance structure is well informed for monitoring, planning and decision-making.
- MIC strives to attract and retain quality staff and volunteers who are committed to working with people from diverse backgrounds, and this is evidenced by low staff turnover. MIC believes that attracting and retaining quality staff and volunteers will assist with the success of the MIC in both the short and long term.
- Staff and volunteers are committed to providing the best possible outcomes on behalf of people from diverse backgrounds with whom the organisation is involved. This is evidenced by the success of new and existing programs in support of people from refugee, migrant and other diverse backgrounds who have 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.

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The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

General information

How principal activities assisted in achieving the objectives

Settlement Engagement and Transition Support (SETS) Program in 2023-2024:

- The SETS program supported a total of 2,181 clients from 32 different countries through casework and program activity support.
- 871 clients were provided settlement casework supported through 3,831 casework sessions with 1,052 referrals were made.
- MIC supported 136 clients with housing related matters across 431 sessions.
- MIC supported 91 adult clients with employment casework across 202 sessions. Referrals were made to 87 support services.
- A total of 253 group program activities delivered while engaged 1,310 clients across 547 activity sessions. The program reached 1,084 people and MIC worked in collaboration with several services and agencies to deliver them.
- MIC facilitated 71 information sessions, delivered to a total of 1,081 participants from Chinese, Hakka Chin, Zomi, Karen, Iranian, Falam Chin, Mizo, youth and mixed language-group backgrounds.
- MIC delivered 11 Domestic and Family Violence information sessions for the Hakha Chin, Iranian, Zomi, Karen, Chinese and youth community groups with a total of 155 clients participating.
- MIC delivered 7 life skills programs including 3 swimming programs, 6 parenting programs, 3 driver education programs, as well as programs on the Australian education systems, healthy lifestyles, excursions and children's holiday programs.
- MIC delivered 2 primary school homework programs across 69 sessions with a total of 31 children participating.
- MIC delivered two youth homework support programs delivered online and face-to-face targeting secondary school students across 62 sessions.
- A social support program was delivered to Chinese seniors, creating a space for social engagement while running several information sessions, consultations, craft and wellbeing sessions. The program saw overwhelming success with 126 clients attending the program.

Access & Support Program 2023-2024:

- Assistance was provided to 153 clients aged over 65 years to access the Commonwealth Home Support Program and other aged care and support services, a total of 2,172.25 service hours were delivered.
- Assistance was provided to 33 people aged under 65 years with a disability to access disability services, a total of 397.25 service hours were delivered.
- 11 clients with a disability were matched with volunteers to provide individual support.

Aged Care Volunteer Visitors Scheme in 2023-2024:

Volunteers were matched with and visited 22 socially isolated older people living in residential care facilities or at home with the support of Commonwealth-funded Home Care packages.

Care Finder Program in 2023-2024:

Intensive support was provided to 68 clients aged over 65 years to access government-funded aged care services, a total of 707.07 service hours were delivered.

Family Violence Counselling Program in 2023-2024:

20 clients were provided with counselling services.

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The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

General information

How principal activities assisted in achieving the objectives

Family Violence Prevention Program in 2023-2024:

- 2 Respectful Relationships Program For English as an Additional Languages Students
- 2 Men's Groups
- 1 Young Women's Groups,
- 2 Videos were produced – Iranian and Falam Chin
- 2 events on the 16 Days of Activism

Job Victoria Mentor Program in 2023-2024:

14 clients were assisted to access the employment pathway (The program finished in September 2023).

Volunteer Coordination in 2023-2024:

67 volunteers assisted MIC clients across various programs and events.

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 2024, the number of members was 20.

At 30 June 2024 the collective liability of members was \$ 200 (2023: \$200).

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

Information on directors

| | |
|----------------------|---|
| Ms Lisa Dean | Chairperson 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 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 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. Resigned 18 October 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. |

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The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

Information on directors

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 worked in the health and the community sector for more than 15 years'. She is an experienced non-executive director and chair specialising in strategy, optimising the customer experience and risk & financial management. Nicole is a Chartered Accountant, a graduate of the Australian Institute of Company Directors and holds a Bachelor of Commerce, Bachelor of Economics and a Graduate Diploma in Information Systems.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Directors' Report

30 June 2024

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 | 9 |
| Mr Kai Leung | 10 | 10 |
| Mr Sudharma Hiremath | 10 | 8 |
| Ms Cate Coleman | 10 | 6 |
| Mr Mark Melican | 10 | 6 |
| Mr Vinod Vijayan | 10 | 7 |
| Ms Naomi Kim | 10 | 10 |
| Ms Nicole Barwick | 10 | 8 |

Signed in accordance with a resolution of the Board of Directors



Ms Lisa Dean, Chair

Date 18 October 2024

Postan Miller and Associates Pty Ltd
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.pmassoc.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 2024, 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.

Postan Miller and Associates Pty Ltd
Suite 32, 25 Claremont Street
SOUTH YARRA VIC 3141

A handwritten signature in black ink, appearing to read "Nicole Postan", followed by a period.

Nicole Postan
Director

Date 21 October 2024

Liability limited by a scheme approved under Professional Standards Legislation.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

| | Note | 2024 \$ | 2023 \$ |
|---|------|------------------|------------------|
| REVENUE FROM ORDINARY ACTIVITIES | | | |
| Department of Home Affairs | | 1,808,887 | 1,819,666 |
| Department of Health | | 306,126 | 292,462 |
| PHN Eastern Melbourne | | 102,913 | - |
| Department of Family, Fairness and Housing | | 707,275 | 580,969 |
| Department of Jobs, Precincts & Regions | | 115,940 | 432,081 |
| Dept of Industry, Science, Energy & Resources | | 290,982 | 286,685 |
| City of Knox | | - | 1,287 |
| City of Monash | | 10,000 | 10,000 |
| City of Maroondah | | 3,500 | 500 |
| CMY-Centre for Multi Youth | | - | 5,128 |
| Department of Premier and Cabinet | | - | 237,791 |
| Vic Roads | | 11,691 | 12,450 |
| Yarra Ranges Council | | 10,739 | 11,386 |
| Donations and Fundraising | | 9,590 | 2,339 |
| Interest Received | | 54,090 | 8,559 |
| Profit on Disposal of Property, Plant and Equipment | | 12,500 | - |
| Other income | | 70,725 | 84,170 |
| TOTAL REVENUE | | 3,514,958 | 3,785,473 |

The accompanying notes form part of these financial statements.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

| | Note | 2024 \$ | 2023 \$ |
|--|------|--------------------|--------------------|
| EXPENSES | | | |
| Employee Benefits Expense | | | |
| Professional Development | | (7,176) | (10,712) |
| Recruitment costs | | (430) | (1,520) |
| Superannuation contributions | | (319,593) | (295,148) |
| Wages & Salaries | | (2,481,111) | (2,608,537) |
| Holiday Pay | | (195,301) | (239,801) |
| Long service leave | | (97,218) | (30,435) |
| Workers compensation | | (55,309) | (28,703) |
| Total Employee Benefits Expenses | | (3,156,138) | (3,214,856) |
| Depreciation expense | | (13,059) | (22,363) |
| Other Expenses from Ordinary Activities | | | |
| Audit fees | | (4,070) | (5,850) |
| Bank charges | | (734) | (719) |
| Board expenses | | (495) | (1,657) |
| Catering/Refreshments | | (19,348) | (12,779) |
| Computer expenses | | (34,980) | (49,201) |
| Dues & Subscriptions | | (6,997) | (5,955) |
| Facilitators/Speakers Payment | | (79,259) | (41,078) |
| Insurance | | (11,739) | (10,232) |
| Motor vehicle expenses | | (7,627) | (8,432) |
| Office equipment | | (1,583) | (8,019) |
| Other operating expenses | | (57,652) | (149,427) |
| Photocopier expense | | (4,201) | (3,459) |
| Postage | | (1,271) | (1,060) |
| Rental Outgoings | | (79,757) | (77,787) |
| Service Delivery - Interpreting & Translating | | (35,223) | (43,891) |
| Service Delivery - Meeting Expenses | | - | (89) |
| Service Delivery - Direct Client Support | | (24,582) | (70,439) |
| Service Delivery - Printing | | (4,170) | (3,022) |
| Stationery | | (5,700) | (8,666) |
| Telephone and fax | | (11,128) | (8,420) |
| Transport Subsidies/Expenses | | (13,605) | (11,073) |
| Venue Hire | | (33,956) | (27,568) |
| Loss for the year | | (92,316) | (569) |
| 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 | | (92,316) | (569) |

The accompanying notes form part of these financial statements.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Statement of Financial Position

As At 30 June 2024

| | Note | 2024 \$ | 2023 \$ |
|-------------------------------|------|------------------|------------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 4 | 917,640 | 1,334,802 |
| Trade and other receivables | 5 | 67,440 | 46,562 |
| Other assets | 6 | 320,000 | 320,000 |
| TOTAL CURRENT ASSETS | | <u>1,305,080</u> | <u>1,701,364</u> |
| NON-CURRENT ASSETS | | | |
| Property, plant and equipment | 7 | 1,922 | 14,981 |
| TOTAL NON-CURRENT ASSETS | | <u>1,922</u> | <u>14,981</u> |
| TOTAL ASSETS | | <u>1,307,002</u> | <u>1,716,345</u> |
| LIABILITIES | | | |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 8 | 271,769 | 250,112 |
| Employee benefits | 10 | 379,024 | 430,577 |
| Other financial liabilities | 9 | 97,605 | 381,485 |
| TOTAL CURRENT LIABILITIES | | <u>748,398</u> | <u>1,062,174</u> |
| NON-CURRENT LIABILITIES | | | |
| Employee benefits | 10 | 16,777 | 20,028 |
| Other financial liabilities | 9 | - | 224,425 |
| TOTAL NON-CURRENT LIABILITIES | | <u>16,777</u> | <u>244,453</u> |
| TOTAL LIABILITIES | | <u>765,175</u> | <u>1,306,627</u> |
| NET ASSETS | | <u>541,827</u> | <u>409,718</u> |
| EQUITY | | | |
| Retained earnings | | 541,827 | 409,718 |
| TOTAL EQUITY | | <u>541,827</u> | <u>409,718</u> |

The accompanying notes form part of these financial statements.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Statement of Changes in Equity

For the Year Ended 30 June 2024

2024

| | Retained Earnings | Total |
|--|----------------------|----------------|
| | \$ | \$ |
| Balance at 1 July 2023 | 409,718 | 409,718 |
| Change in accounting policy | 224,425 | 224,425 |
| Balance at 1 July 2023 restated | 634,143 | 634,143 |
| Loss for the year | (92,316) | (92,316) |
| Balance at 30 June 2024 | <u>541,827</u> | <u>541,827</u> |

2023

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

The accompanying notes form part of these financial statements.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Statement of Cash Flows For the Year Ended 30 June 2024

| | 2024 | 2023 |
|--|-------------------------|-------------------------|
| Note | \$ | \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES: | | |
| Receipts from customers | 3,377,643 | 3,278,521 |
| Interest received | 54,090 | 8,559 |
| Other receipts | 49,848 | 80,312 |
| Payments to suppliers and employees | (3,911,243) | (3,852,862) |
| Net cash used in operating activities | <u>(429,662)</u> | <u>(485,470)</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES: | | |
| Proceeds from sale of plant and equipment | 12,500 | - |
| Purchase of PPE | - | (12,170) |
| Net cash used in investing activities | <u>12,500</u> | <u>(12,170)</u> |
| Net decrease in cash and cash equivalents held | (417,162) | (497,640) |
| Cash and cash equivalents at beginning of year | <u>1,334,802</u> | <u>1,832,442</u> |
| Cash and cash equivalents at end of financial year | 4 <u><u>917,640</u></u> | <u><u>1,334,802</u></u> |

The accompanying notes form part of these financial statements.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2024

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 Purpose

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) Change in accounting policy

The Company changed its accounting policy relating to revenue recognition.

The aggregate effect of the change in accounting policy on the annual financial statements for the year ended 30 June 2024 is as follows:

Effect of change in accounting policy

| | 2024 |
|---|------------------------------|
| | \$ |
| Retained earnings 1 July 2023 | 409,718 |
| Recognition of strategic reserve with change in revenue recognition policy (refer Note 9) | <u>224,425</u> |
| Retained earnings restated at 1 July 2023 | <u><u>634,143</u></u> |

(b) Revenue and other income

Grant revenue

Grant revenue is recognised in profit or loss when the Incorporated Association satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the Incorporated Association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Other income

Other income is recognised when the Company receives it or when the right to receive payment is established.

(c) Income Tax

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

(d) 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.

(e) 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.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Summary of Significant Accounting Policies

(e) Property, plant and equipment

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.

(f) 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.

(g) 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.

(h) Leases

The Company has elected to apply the exceptions to lease accounting for short-term leases (i.e. leases with a term of less than or equal to 12 months). The Company recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(i) 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.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Summary of Significant Accounting Policies

(i) Employee benefits

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.

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.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2024

4 Cash and Cash Equivalents

| | 2024 | 2023 |
|--|----------------|------------------|
| | \$ | \$ |
| Cash on hand | 89 | 423 |
| Bank balances | 917,551 | 1,334,379 |
| Total cash and cash equivalents | 917,640 | 1,334,802 |

5 Trade and Other Receivables

| | 2024 | 2023 |
|--|---------------|---------------|
| | \$ | \$ |
| CURRENT | | |
| Trade receivables | 67,440 | 46,562 |
| Total current trade and other receivables | 67,440 | 46,562 |

6 Other Financial Assets

| | 2024 | 2023 |
|--------------------|----------------|----------------|
| | \$ | \$ |
| CURRENT | | |
| Term Deposits held | 320,000 | 320,000 |
| Total | 320,000 | 320,000 |

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Notes to the Financial Statements

For the Year Ended 30 June 2024

7 Property, plant and equipment

PLANT AND EQUIPMENT

Furniture, fixtures and fittings

At cost

24,259 24,259

Accumulated depreciation

(24,259) (23,972)

Total furniture, fixtures and fittings

- 287

Motor vehicles

At cost

44,192 62,788

Accumulated depreciation

(44,192) (62,788)

Total motor vehicles

- -

Office equipment

At cost

9,000 9,000

Accumulated depreciation

(9,000) (9,000)

Total office equipment

- -

Computer equipment

At cost

48,984 48,984

Accumulated depreciation

(47,062) (34,290)

Total computer equipment

1,922 14,694

Total property, plant and equipment

1,922 14,981

8 Trade and Other Payables

CURRENT

Trade payables

41,943 11,255

GST payable

23,266 26,258

Accrued expenses

6,736 7,086

PAYG Withholding

38,770 55,485

Accrued salaries and wages

18,394 60,598

Other payables

142,660 89,430

271,769 250,112

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.

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Notes to the Financial Statements

For the Year Ended 30 June 2024

9 Other Financial Liabilities

| | 2024 | 2023 |
|------------------------------|---------------|----------------|
| | \$ | \$ |
| CURRENT | | |
| Income in advance | 97,605 | 381,485 |
| Total | 97,605 | 381,485 |
| NON-CURRENT | | |
| Strategic funding in advance | - | 224,425 |
| Total | - | 224,425 |

The accounting policy for revenue recognition was changed and the \$224,425 has been allocated to retained earnings (refer Note 2(a)).

10 Employee Benefits

| | 2024 | 2023 |
|-------------------------|----------------|----------------|
| | \$ | \$ |
| Current liabilities | | |
| Long service leave | 208,144 | 203,472 |
| Annual Leave | 170,880 | 227,105 |
| | 379,024 | 430,577 |
| Non-current liabilities | | |
| Long service leave | 16,777 | 20,028 |
| | 16,777 | 20,028 |

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 2024 the number of members was 20 (2023: 20).

12 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 125,698 (2023: \$ 137,036).

13 Auditors' Remuneration

| | 2024 | 2023 |
|--|--------------|--------------|
| | \$ | \$ |
| Remuneration of the auditor for: | | |
| - auditing of the financial statements | 6,200 | 5,850 |
| Total | 6,200 | 5,850 |

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Notes to the Financial Statements

For the Year Ended 30 June 2024

14 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2024 (30 June 2023: 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

Financial Statements

The Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

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 18 October 2024

Postan Miller and Associates Pty Ltd
ACN 123 774 569 | ABN 59 123 774 569
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25 Claremont Street,
South Yarra, Vic 3141
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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 2024, 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 2024 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 2022*.

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.

Postan Miller and Associates 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 21 October 2024

Liability limited by a scheme approved under Professional Standards Legislation.

Hours of Operation

Monday to Friday
9.00 am to 5.00pm

Contact Details

For further information contact the
Migrant Information Centre (Eastern Melbourne) Ltd
27 084 251 669

MIGRANT INFORMATION CENTRE
eastern melbourne



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If you would like an interpreter, the service can organise free interpreting. If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service TTY: 133 677 | Speak & Listen: 1300 555 727