



2024/25



MIGRANT INFORMATION
CENTRE EASTERN MELBOURNE

ANNUAL REPORT



ACKNOWLEDGEMENT OF 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.



DISCLAIMER

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INTERPRETER

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

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(Eastern Melbourne)

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LISA DEAN (BOARD CHAIR)

MESSAGE FROM OUR CHAIR

ANNUAL GENERAL MEETING 2025

It is my pleasure to present the Chair's Report for the year ending 30 June 2025.

This year has been an important milestone with the launch of our new Strategic Plan, which sets out a clear vision for a safe and welcoming community where everyone is respected and supported to succeed. Our purpose is simple but powerful: to build a strong community where people have the opportunity to grow, contribute and shape their own future.

The Strategic Plan is built on four key pillars – Service Excellence, Partnerships, Advocacy, and Organisational Capacity. These pillars provide the foundation for our work and guide the outcomes we seek to achieve: delivering quality, client-centred services; building strong and meaningful partnerships; ensuring our community has a voice in the decisions that affect them; and strengthening our systems, workforce, and governance to remain sustainable into the future.

Over the past year, the Board and the organisation has focused on strengthening governance, systems, and strategy to ensure alignment with our vision.

We will continue to embed frameworks that enhance quality, evaluation, and impact measurement, ensuring our strategy is effectively translated into practice and drives continuous improvement.

A highlight has been securing new funding to expand our work in family violence, a critical area of need where we can make a real difference in the safety and wellbeing of individuals and families.

I would like to acknowledge the commitment of our staff, volunteers, and my fellow Directors, who continue to demonstrate resilience and dedication in a time of ongoing reform and change. Together, we are building a stronger organisation that is well placed to deliver on our vision and support our community to thrive.

Thank you for your support and partnership in this important work.



RACHNA MUDDAGOUNI (CHIEF EXECUTIVE OFFICER)

MESSAGE FROM OUR CEO

A YEAR OF REFLECTION

The past year has been one of reflection and transformation. We strengthened our foundations, embraced change, and prepared for a future of greater impact for the communities we serve.

NAVIGATING CHANGE AND BUILDING RESILIENCE

We undertook renewal to ensure sustainability and responsiveness. To meet the evolving needs of migrant, refugee, and culturally diverse communities, we built internal capacity, refined service delivery, and prioritised staff wellbeing.

We reviewed systems, governance, and communication to strengthen transparency and accountability. These changes were shaped collaboratively across all levels, recognising that transformation happens when everyone contributes. As a result, we are more resilient, cohesive, and confident in our direction.

DEVELOPING OUR STRATEGIC PLAN

A major milestone was developing our new Strategic Plan alongside staff, Board, and community stakeholders. It focuses on:

- Strengthening Service Delivery – ensuring programs are accessible and culturally responsive.
- Building Organisational Capacity – investing in leadership, governance, and workforce development.
- Fostering Partnerships and

Collaboration – amplifying impact through strong, cross-sector relationships.

The plan now guides decisions and aligns resources for a sustainable future.

INVESTING IN LEADERSHIP AND STAFF

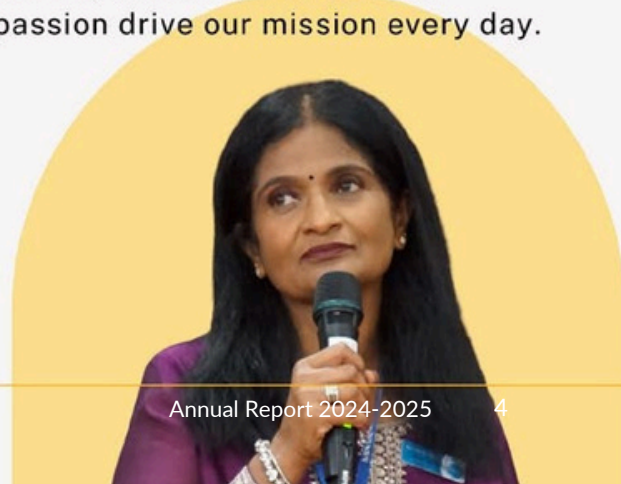
We invested in leadership and staff wellbeing through training in supervision, trauma-informed practice, and cross-cultural competence. Mentoring and peer learning continue to strengthen confidence, empathy, and innovation.

STRENGTHENING SETTLEMENT AND AGED CARE PROGRAMS

Settlement services supported new arrivals to access education, employment, and community networks. In aged care, programs expanded to reduce isolation and promote inclusion for older CALD people through local partnerships.

GRATITUDE AND ACKNOWLEDGMENT

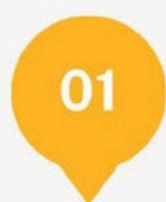
I thank our Board, especially Lisa Dean, for their leadership; our partners for their trust; and our staff and volunteers, whose dedication and compassion drive our mission every day.



STRATEGIC PLAN 2025-2028

OUR VISION:

A Safe and Welcoming community where everyone is respected and supported to succeed.



STRATEGIC OBJECTIVE 1: SERVICE EXCELLENCE

We innovate, review and deliver quality services for best outcomes

Expected outcome

Clients receive high-quality, responsive services from a skilled workforce, supported by continuous improvement and data-driven decision-making through robust evaluation

Key objectives

Enhance client-centred service delivery by embedding co-design principles and feedback mechanisms

Strengthen workforce capability through ongoing training and staff well-being initiatives

Establish a robust impact measurement framework

Strengthen continuous Quality Improvement Framework

Establish service evaluation Framework

OUR PURPOSE:

We strive to build a strong, diverse community where people have the opportunity to grow, contribute and shape their own future



STRATEGIC OBJECTIVE 2: STRATEGIC PARTNERSHIPS

We partner with relevant stakeholders to increase impact

Expected outcome

Strong, trust-based partnerships drive innovation, expand service reach, and foster culturally inclusive, community-led solutions through shared expertise and collaborative action

Key objectives

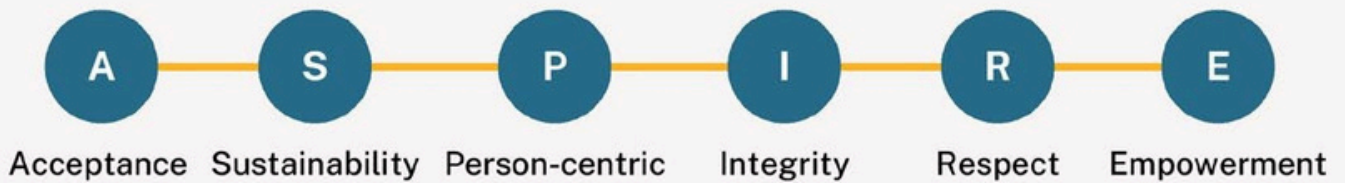
Develop cross-sector partnerships

Strengthen collaborations with partners

Increase partnership engagement with CALD communities



OUR VALUES:



03

STRATEGIC OBJECTIVE 3: ADVOCACY

We lead and support our community to have a voice

Expected outcome

Empowered clients and communities actively shape advocacy efforts, driving policy and service improvements through authentic engagement, strengthened partnerships, and increased capacity to influence change

Key objectives

Collaborate with sector partners on collective advocacy

Strengthen the organisation's public voice

Influence funding and policy through government engagement

Build client/community voice in advocacy

Facilitate community consultation and engagement

04

STRATEGIC OBJECTIVE 4: ORGANISATIONAL CAPACITY

We prioritise the development of a learning culture and develop infrastructure to increase capacity

Expected outcome

A resilient, inclusive, and strategically led organisation with strong systems, diversified income, and a skilled workforce, enabling innovation, accountability, and sustainable impact

Key objectives

Strengthen financial sustainability

Enhance governance and leadership capacity

Implement advanced data and analytics systems

Foster a high-performing and inclusive workplace culture

Strengthen Internal systems and infrastructure

OUR STAFF, VOLUNTEERS AND STUDENTS



THANK YOU TO ALL THE STAFF WHO
CONTRIBUTED TO THE VALUE OF MIC

Rachna Muddagouni (Joined Sep 2024)
CEO

Jessica Bishop
Ex CEO (Resigned Sept 2024)

Shola Kannu Manager (Joined Mar 2025)
Corporate Services – Finance

Nick Burland
Financial Consultant (Resigned Apr 2025)

Scot McPhail
Finance Officer

Champa Wattagamage
Locum Finance Officer

Pui Yee (Winyion) Chan
Finance Officer

Pinar Tankir
Manager Community Engagement

Siddharth Bindra
Communications Officer

Mei Hui (Resigned Feb 2025)
Community Programs Coordinator

Jacque Arulanandam (Resigned May 2025)
Settlement Program Coordinator

San San Aye
Playgroup Facilitator/Project Worker

Wesley Bawia
Settlement Support Officer

Sally Brooks (Completed Jan 2025)
Strategic Engagement Coordinator

Zhaohua Chang
Playgroup Facilitator

Virginie Charoux Mindiel

Administration Officer

Zang Kho Khai (Steven) Haukip

Settlement Support Officer

Lian Ding Hmung

Settlement Support Officer

Tial Hnem

Settlement Support Officer

Amber Huang

Settlement Support Officer / Project Worker

Geraldine Jeremiah (Resigned May 2025)

Access & Support Program Worker

Rohan Joshi

Youth Settlement Worker

Deedar Khudaidad

Team Leader, Access & Support

Daniel Lian

Settlement Support Officer

Safieh Loulagar

Manager, Migration Program

Judy Zhu

Migration Officer/Agent/Settlement Support Officer

Esera Maung

Settlement Support Officer

Yuli Liang

Team Leader, Care Finder / ACVVS

Sophie McKenzie

Settlement Support Officer/Project Officer

Juliet Noonan

Settlement Support Officer (Children)

Sawm Suante

SETS Coordinator

Linda Tan

Manager, Aged & Disability Services

Robyn Tan (Resigned Feb 2025)

Homework Support Facilitator/Settlement Worker

Marguerite Ton

Settlement Support Officer

Pannamy Touch

Youth Settlement Worker

Elisa Yeung

Settlement Support Officer

Houra Zare Lavassani

Settlement Coordinator

Ciin Lian Cing (Rosy)

Casual Childcare Worker

Leda Lee (Resigned Oct 2024)

Volunteer Coordinator

Mengxia Gu (Resigned Nov 2024)

Access & Support Worker

Nidhi Khanna

Family Violence Coordinator

Rachel Foster

Senior Manager, Family & Sexual Violence

Alysha Gondell (Resigned Apr 2024)

Manager, Family Violence

Ricky Cao

Access & Support Officer/ACVVS Community Coordinator

Melody Yan

Access and Support Officer/ACVVS Community Coordinator

Habib Ullah

Access and Support Officer/Project Officer

Ting Yan Locum

Carefinder Worker

Yi Xiao

Locum Access and Support Worker

Rebecca Chauvin

Youth Settlement Officer

Darcy Cole

Youth Settlement Officer

Andrea Mejia Gonzalez

Parenting and Children Officer

Sylvia Sivanesan (Completed in April 2025)

Manager Client Support Officer

Amanullah (Aman) Karimi

Access and Support Worker



OUR VOLUNTEERS

Volunteers are the heart of MIC. Their generosity and commitment shape every program, building bridges of understanding and belonging across our communities. In 2024–2025, 91 volunteers shared their time, skills, and kindness with others.

They supported homework clubs, playgroups, digital literacy and swimming programs, community events, and youth mentoring. The Volunteer Celebration in November 2024 brought together volunteers, staff, board members, and partners, with heartfelt thanks to Board Member Edmond Wong, and to Ricky Cao, Melody Yan, and their Manager Linda Tan for creating a joyful, well-run event.



“ *The admin role has provided me so much confidence to speak in English and understand how to work in Australia.*
Admin Volunteer



91 volunteers strengthened MIC's work across multiple programs



Celebration in November 2024 honoured their impact and dedication



Their spirit of inclusion continues to inspire the MIC community

STUDENT PLACEMENT PROGRAM

PROGRAM OVERVIEW AND IMPACT

MIC's Student Placement Program provides practical, real-world experience for emerging professionals while enriching our services with new ideas and energy. In 2024–2025, 13 students completed placements across MIC's programs, contributing to meaningful work that supports migrants, refugees, and CaLD communities.

WHO TOOK PART

Students came from a range of educational backgrounds, including undergraduate and postgraduate studies in community services, youth work, and humanities, as well as certificate and diploma courses through TAFE. This diversity of learning levels brought creativity, curiosity, and fresh perspectives to MIC's programs.

HOW IT WORKED

The program was coordinated by staff from the Aged and Disability Program and Settlement Services, who managed placements with professionalism and care during a time of organisational transition. MIC extends sincere thanks to these teams and to the many staff who served as supervisors and mentors. Their support, guidance, and encouragement created a positive and reflective learning environment where students were able to grow in confidence and skill.

STUDENT PLACEMENT PROGRAM

Student placements benefit everyone. Students gain hands-on experience, and MIC gains new energy, insight, and cultural awareness. Together, we continue to strengthen our commitment to inclusion and equity.

LEARNING IN ACTION



SETTLEMENT AND CASEWORK

Supported client appointments and community sessions, deepening understanding of migrant and refugee experiences.



AGED AND DISABILITY PROGRAM

Joined home visits and activities that helped older clients stay connected and respected.



COMMUNITY EVENTS

Assisted with cultural celebrations, youth programs, and inclusion workshops, ensuring activities ran smoothly and participants felt valued.

MIC gratefully acknowledges its 2024–2025 education partners: University of Melbourne, Monash University, Federation University, Acknowledge Education, Australian College of Applied Professions, Box Hill TAFE, Swinburne University, Box Hill Secondary College, and Ringwood Secondary College. These partnerships shape the next generation of community professionals and reflect MIC's shared values of inclusion, learning, and social justice.

STUDENTS



“

YI XIAO

“This placement has been so helpful for me, and I have gained the confidence to work with elderly community members and offer relevant services”

Masters in Social Work, University of Melbourne

“

YEWANDE MCGOWAN

“I really appreciate the opportunity and gained extensive knowledge about working with migrants and refugees”

Masters in Public Health University of Wollongong



Lingyun ZHANG

Master of Social Work

Desley Ratnam

Master of Social Work

Shahid Abbas

Master of Social Work

Leanne Fernando

Master of Social Work

Yi Xiao

Master of Social Work

Ting Yan

Master of Social Work

Habib Ullah

Master of Social Work

Wing Ki Wong (Sharon)

Master of Social Work

Luna Liao

Master of Social Work

Alfred Ngala Yoyin Thintuep

Diploma in Community Studies

Yewande Mc Gowan

Master of Public Health

Avery Wu

Master of Social Work

Tim Liu

Master of Social Work

SUPPORTING OUR MIGRANT COMMUNITIES

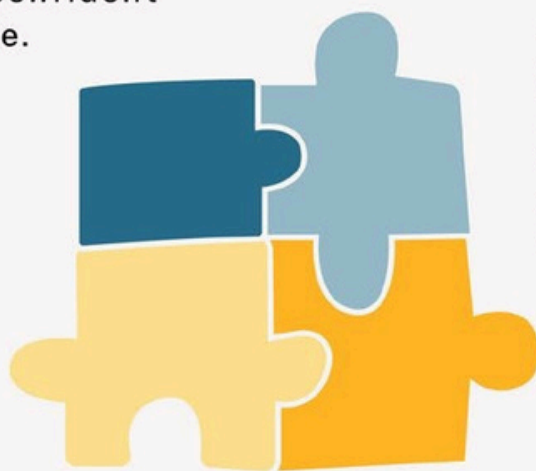
MIC's Settlement Engagement and Transition Services (SETS) program empowers humanitarian entrants, vulnerable migrants, and their communities to build independence, confidence, and a strong sense of belonging. The program supports individuals to meet their settlement needs and encourages full participation in social and economic life.

ASSIST

Support eligible clients through casework and counselling to help them integrate, access essential services, and feel confident navigating daily life.

BUILD

Strengthen the capacity of small and ethno-specific organisations so they can better support, represent, and advocate for their communities.



COMMUNITY

Encourage a whole-of-community approach that promotes collaboration, respect, and inclusion, fostering a sense of belonging for everyone.

CLIENTS

Empower clients through case work and counselling to develop independence, resilience, and self-agency, enabling them to participate fully and confidently in their new communities.

A YEAR IN REVIEW

PROGRAM REACH AND ACTIVITY

The Settlement Engagement and Transition Support (SETS) program, delivered by the Migrant Information Centre (Eastern Melbourne) (MIC), provided vital assistance to clients from 32 countries during the 2024–2025 financial year.

A total of 575 clients received individualised support through 2,741 casework sessions, while 201 clients accessed medium-intensity casework across 794 sessions.

Intake and triage services were accessed by 469 clients, resulting in 156 intake assessments being completed.

To ensure clients were connected with the most appropriate supports, 722 referrals were made for low-intensity clients and 208 referrals for medium-intensity clients, complemented by a broad range of internal and external referrals.

COLLABORATION AND OUTCOMES

Collaboration remained central to program delivery, with MIC partnering with more than 67 services and agencies across community, health, emergency services and other sectors to achieve effective outcomes for clients and the wider community.

Client feedback reflected the program's strong impact. 97% of low-intensity clients and 98% of medium-intensity clients reported satisfaction with the services received, noting that the support helped improve their independence and settlement outcomes.



A YEAR IN REVIEW 24/25

 **67**
PARTNERS

 **34**
COUNTRIES

 **930+**
REFERRALS MADE



CASEWORK

575 CLIENTS
low-intensity casework

2741 SESSIONS

201 CLIENTS
medium-intensity casework

794 SESSIONS

722
low-intensity referrals

208
medium-intensity referrals

+469

intake services completed

156

assessments completed

CLIENT SATISFACTION



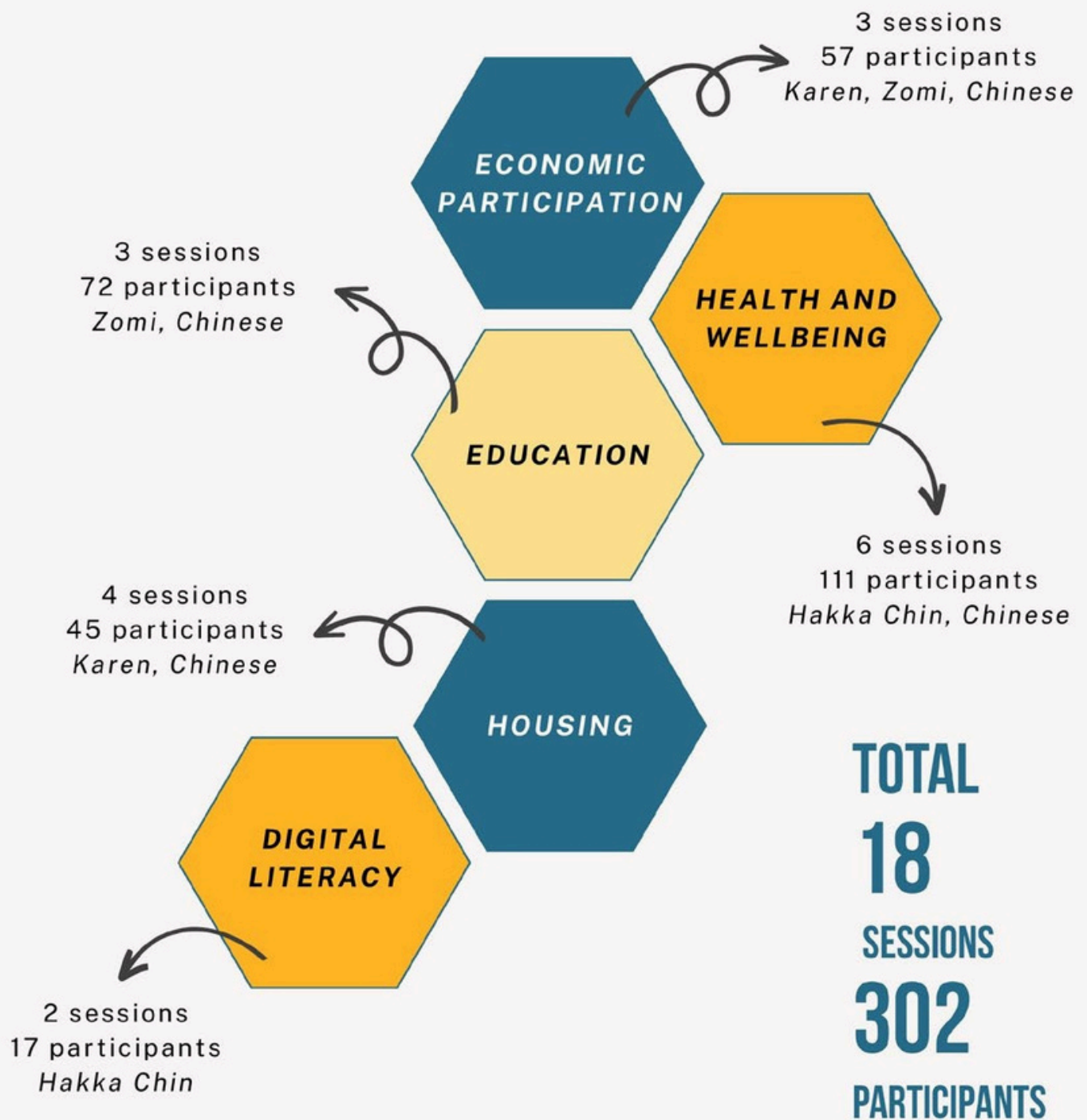
 **97%**

low intensity clients

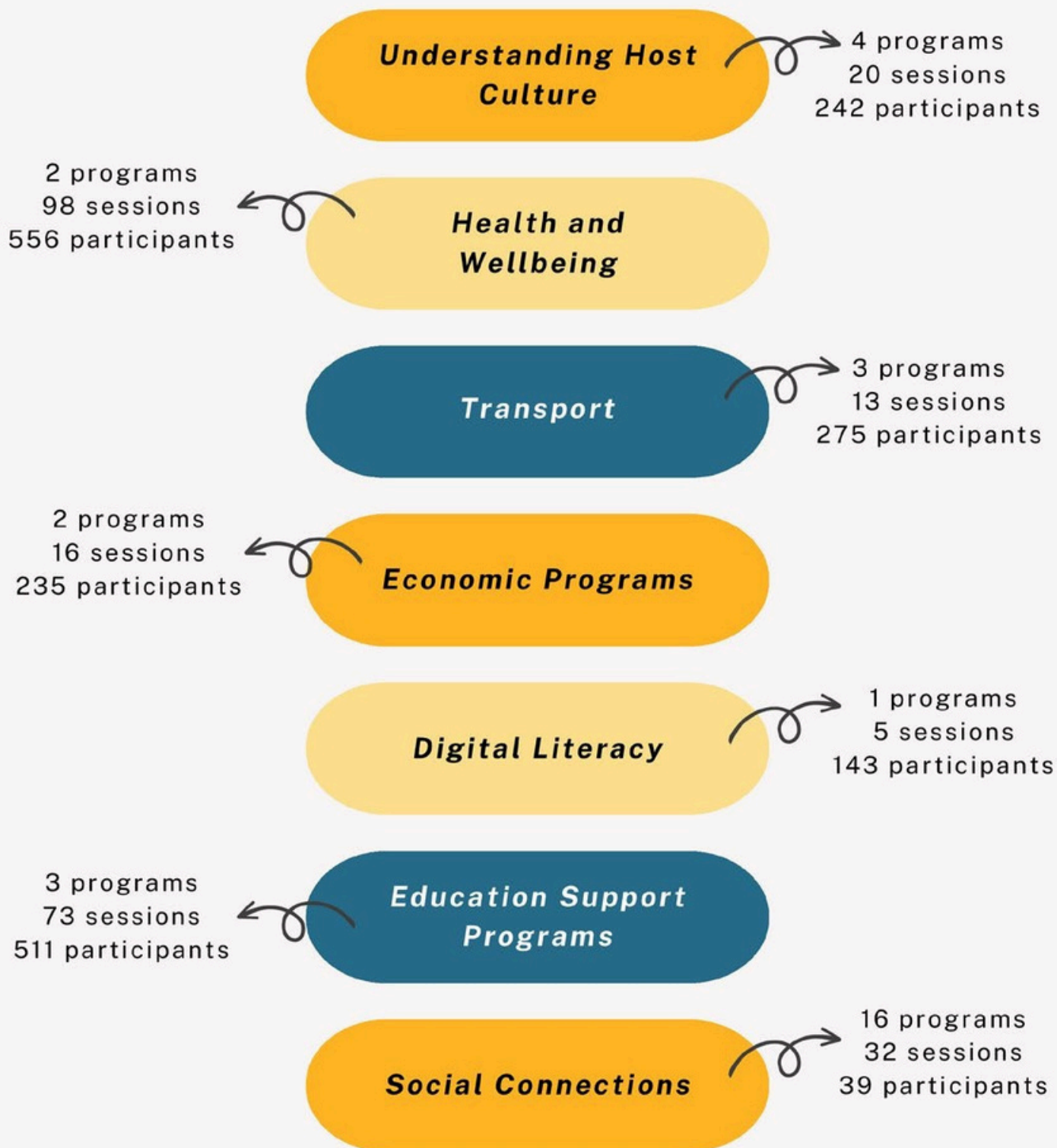
 **98%**

medium intensity clients

GROUP ACTIVITIES AND INFORMATION SESSIONS



GROUP ACTIVITIES AND INFORMATION SESSIONS



TOTAL: 31 PROGRAMS, 257 SESSIONS, 2001 PARTICIPANTS

FAMILY VIOLENCE

FAMILY VIOLENCE AND WOMEN'S INCLUSION

7 referrals made to internal family violence therapists.
5 group sessions planned/delivered for Hakka Chin, Karen, Zomi, Mizo, and Indian communities (total 77 participants).

WOMEN'S SOCIAL & ECONOMIC INCLUSION:

2 financial literacy programs (80 women across Hakka Chin and Chinese).
2 digital literacy programs (77 women across Hakka Chin and Karen).
1 driver education program (18 women across 6 sessions).
175+ women engaged in 10 group-based activities, all reporting high satisfaction.

SOCIAL SUPPORT AND COMMUNITY ENGAGEMENT

Chinese Seniors Program: Delivered regular information, wellbeing, and craft sessions, with 126 participants
Community Consultations: 5 consultations with 72 participants (Hakha Chin, Chinese, Iranian, Zomi).
Community Leadership: 16 community leaders supported and 10 ethno-specific groups assisted (Pashtu, Tibetan, Mizo, etc).

KEY EVENTS AT MIC



“

AVERY WU

“This placement has been so helpful for me, and I have gained the confidence to work with elderly community members and offer relevant services”

Masters in Social Work, University of Melbourne

AUSTRALIA DAY CELEBRATION

In January 2025, MIC proudly hosted its annual Australia Day Celebration, bringing together newly arrived migrants, refugees, community leaders, and local residents in a spirit of unity and belonging.

The event celebrated Australia's rich cultural diversity, offering new community members the chance to connect, share traditions, and learn about Australia's history and values. For many, it was their first Australian celebration, fostering pride, inclusion, and friendship.



“

Community Member

“I enjoyed the event and got to know why we celebrate Australia Day”



Guests enjoyed cultural performances, live music, and shared meals that reflected the vibrant mix of cultures shaping Australia today.

MIC thanks the Australia Day Council of South Australia for funding the event, and the Central Ringwood Community Centre for its continued partnership and support.

Their collaboration ensures the celebration remains accessible, engaging, and meaningful. MIC remains committed to continuing this tradition and helping newly arrived communities feel valued and connected.

INTERNATIONAL WOMEN'S DAY



CELEBRATING WOMEN'S STRENGTH

In March 2025, MIC proudly hosted a vibrant International Women's Day Celebration, honouring the strength, resilience, and achievements of women across our community.

MYANMAR WOMEN AND REFUGEES

MIC celebrated alongside Myanmar women and refugees, recognising their courage, determination, and dedication in supporting their families while building new lives in Australia.



AN EMPOWERING EVENING

The event featured music, dance, and shared meals that reflected the Myanmar community's rich culture, creating a welcoming space for women to connect, celebrate, and feel empowered.

GRATITUDE AND COLLABORATION

MIC thanks its funders, community partners, and volunteers whose generosity and commitment made this celebration possible, promoting inclusion, respect, and unity across our diverse community.



CARERS VICTORIA PROJECT

ME TIME: SUPPORTING CARERS IN THE COMMUNITY

The Me Time Project, funded by Carers Victoria, created space for carers, particularly from the Hakha Chin community, to rest, connect, and focus on their wellbeing while strengthening community inclusion.

In 2024–2025, MIC delivered the project through the Connecting Carers in their Community Grant, engaging 183 carers, all new to MIC. Activities included mindfulness, yoga, creative art therapy, cooking classes, and a community excursion to ArtVo. A highlight was the Harmony Day Celebration, which provided a culturally safe and supportive environment for carers to connect and recharge.

Feedback showed the program reduced isolation, built friendships, and encouraged self-care. MIC thanks Carers Victoria for funding, and Tial, Lian, and Habib for their leadership and commitment in ensuring the project's success and lasting impact.



COMMUNITY MEMBER

“We felt very special and valued - Hakka Chin”

MONASH CHINESE FAMILY PLAYGROUPS AND SUPPORT PROGRAM

CONNECTING FAMILIES

In 2025, MIC continued to deliver the Monash Chinese Family Playgroups and Support Program with funding from the City of Monash. The initiative offered welcoming spaces for Chinese-speaking families to share experiences and access information in a supportive setting. Held across multiple Monash locations, it engaged parents, grandparents, and children, strengthening community connection and reducing social isolation.

LEARNING AND SHARING

Sessions combined structured play with discussions on parenting, healthy relationships, and wellbeing. Activities supported children's social, language, and developmental growth while helping parents and carers build friendships and exchange knowledge. The program addressed families' holistic needs and provided practical tools for daily life in Australia.



MEMBER OF MUM'S GROUP

"I enjoy coming and spending time with other families"

COMMUNITY IMPACT

Families praised the program's inclusive approach and strong sense of belonging. Parents said the playgroups enhanced early learning and gave them confidence to engage with local services. MIC thanks the City of Monash for its continued support, and acknowledges Amber for outstanding coordination and Hua for her dedicated contribution. Their efforts ensured the program's success in building confident, connected families across the Monash community.



YARRA RANGES DAY



FAMILY TIES PROJECT

The Family Ties Project, funded through the Yarra Ranges Council Annual Grant, supported CALD families to strengthen relationships, improve communication, and build belonging in a safe and inclusive environment.

In 2024–2025, MIC engaged 190 participants, including 60 women, 60 men, and 70 children, through family-focused workshops and excursions. Activities included visits to the Kokoda Track Memorial Walk, Silvan Dam, Alowyn Gardens, and a community picnic in Lilydale. Each session blended recreation with informal learning on empathy, communication, and positive parenting.

Families shared that the program helped them bond, connect, and celebrate diversity. MIC thanks the Yarra Ranges Council for funding, and Tial and Lian for their leadership and support. Their commitment was central to the project's success in building stronger, more connected families across the Yarra Ranges community.

“

PARTICIPANT

“Great project where we enjoyed many activities”

ZOMI FAMILY CAMP

The Zomi Family Camp, hosted by MIC at The Summit, brought seven families together for a weekend of learning, connection, and fun. The camp provided a safe, supportive space to strengthen relationships and build lasting community ties.

LEARNING AND GROWTH

Workshops explored family relationships, parenting, gratitude, love and respect, communication, and safety. Families reflected on shared values, discussed challenges, and recognised that improving English language skills was vital for stronger communication and integration.



ACTIVITIES AND CONNECTION

Outdoor adventures such as the flying fox, laser skirmish, wall climbing, and inflatable games encouraged teamwork, confidence, and laughter across generations. The evening campfire was a highlight, where families sang, shared stories, and roasted marshmallows, creating lasting memories.



IMPACT

Participants described the weekend as inspiring and meaningful, appreciating the balance of learning and recreation. MIC thanks the Prevention, Inclusion and System Policy Unit, Policy, Prevention and Impact Branch, Family Safety Victoria, Department of Families, Fairness and Housing for funding, and Sawn for his dedication and community leadership. Their support made this memorable experience possible, celebrating family strength and unity within the Zomi community.

STRENGTHENING REFUGEE FAMILIES PROJECT

Funded by the Prevention, Inclusion and System Policy Unit, Policy, Prevention and Impact Branch, Family Safety Victoria, Department of Families, Fairness and Housing, this project supported refugee and multicultural communities to prevent family violence and promote respectful, equitable relationships.

LEADERSHIP AND LEARNING

The project worked with the Zomi, Iranian, and Chinese communities, and young people from diverse backgrounds.

A key feature was the Zomi Men's Leadership Program, which included culturally tailored workshops and a family camp.

Using bilingual cue cards, role plays, and storytelling, participants built practical skills to promote gender equality, shared parenting, and respectful relationships within families and communities.

EDUCATION AND IMPACT

Respectful Relationships programs were delivered in local schools, helping English as an Additional Language students understand consent and challenge stereotypes.

Over 70% of students reported greater confidence discussing respectful behaviours.

Evaluation findings showed 95% of men agreed there is no excuse for family violence and 80% rejected rigid gender roles.

MIC thanks Family Safety Victoria for funding this initiative, which demonstrates the success of culturally safe, community-led prevention.



SHARING IRANIAN CULTURE

COMMUNITY CELEBRATIONS AND ADVOCACY

MIC proudly supported two major Iranian Community Celebrations 2024-2025- the Newroz Celebration at Parliament House and Fire Festival hosted by Australian Iranian Society of Victoria (AISOV). These events celebrated culture, resilience and belonging across the community.



MIC clients took part in both celebrations, finding joy and inclusion through shared traditions.

The gatherings built partnerships and understanding while highlighting eastern Melbourne's cultural diversity.

MIC acknowledges the Leadership of Houra, whose advocacy ensured CALD voices were heard and respected. MIC thanks AISOV, the House of Persian, and community members for their collaboration and support.

Together, these partnerships reflect MIC's mission to empower communities, foster unity, and strengthen belonging within the broader Australian community.



LINDA TAN

Manager Aged and Disability Service

"Whata great event to collaborate"

PARTNERSHIP WITH CCOEI



CONNECTION

MIC is proud to partner with the Community Council on Ethnic Issues (CCOEI), whose commitment to inclusion and connection continues to benefit communities across Melbourne's east.

ACTION

Together, MIC and CCOEI delivered initiatives such as the Community BBQ, fostering friendship and unity, and participated in Committee Management Meetings to share insights and strengthen coordinated responses.



ENGAGEMENT

MIC values CCOEI's monthly information sessions, which provide ethnic communities with timely access to resources, learning opportunities, and support to build capacity and strengthen inclusion across the region.

APPRECIATION

We thank Pradeep, Dilnaz, Krishani, Bwe, Radhesh, Gergis Ayoub, Minwen, and Saarah for their dedication, leadership, and ongoing support, which embody the collaboration and shared purpose that make our region stronger and more connected.

ROAD SAFETY FOR NEW ARRIVALS

MIC delivered the Road Safety for New Arrivals Program under the Community Road Safety Grants Program, funded by the Department of Transport and Planning and supported by VicRoads.

Two program groups of six sessions covered Victorian road rules, pedestrian safety, licensing requirements, and safe driving practices. More than 53 participants from diverse cultural backgrounds took part, supported by interpreters, translated materials, and MIC volunteer mentors.



Participants received professional driving lessons and practical guidance that built confidence and independence, helping them progress toward obtaining licences and improving access to work, education, and community life.

MIC thanks the Department of Transport and Planning and VicRoads for their support, and acknowledges Steven and Marguerite for their leadership. Partnerships with Victoria Police, AMES, and local instructors strengthened safety, inclusion, and connection for newly arrived communities.



“

PATICIPANT

“I feel so confident and understanding road rules, thank you MIC”

CYBER AWARENESS PROJECT

In 2024–2025, MIC delivered the Cyber Awareness Project, funded by the Commonwealth Government, to strengthen online safety and digital literacy among newly arrived and refugee communities.

Consultations with young people from Persian, Karen, Zomi, Hakha Chin, and Falam Chin backgrounds identified key risks including scams, cyberbullying, sextortion, and misuse of AI, as well as the need for translated, accessible learning materials.



Key recommendations included co-designing education resources with youth, training young people as peer educators, and engaging families to address intergenerational digital literacy gaps.

MIC thanks the Commonwealth Government for funding, and Rohan and Sawan for their leadership and dedication. Their work has laid the foundation for future partnerships with organisations such as BELS Maroondah and Whitehorse, ensuring communities stay safe and confident in the digital world.

COOL KIDS PROGRAM

BUILDING RESILIENCE

The Cool Kids Program, delivered by MIC in 2024–2025, supported children from CALD backgrounds to build resilience, emotional regulation, and positive relationships. Sessions provided a safe and inclusive space where children learned strategies to manage anxiety, build confidence, and enhance wellbeing through play, storytelling, and guided activities.

LEARNING TOGETHER

Children explored emotions, problem-solving, relaxation, and forming healthy friendships. Parents were also involved, gaining tools to reinforce these skills at home, strengthening family relationships and supporting children's emotional development both at school and in the community.

POSITIVE OUTCOMES

Families shared that children became more confident, expressed feelings more openly, and used new calming strategies. MIC thanks Namy for exceptional leadership and facilitation, and Rohan for his ongoing support and commitment. Their dedication has enabled the program to make a lasting impact, fostering confidence, resilience, and emotional wellbeing across Melbourne's eastern region.



PARTICIPANT

“TMIC staff make us feel very special”



SUPPORTING CHILDREN AND FAMILIES

MIC supports children and families from CaLD and newly arrived communities to strengthen learning, wellbeing, and belonging. Programs such as homework clubs, playgroups, and summer camps help children build confidence, develop friendships, and thrive at school and in the community.

LEARNING AND GROWTH

Homework clubs offer safe, welcoming spaces where students receive academic support, improve study habits, and strengthen English skills.

Playgroups provide early learning activities, social connection, and peer support for parents and carers. Summer camps combine recreation and education, building leadership, teamwork, and cultural pride while fostering resilience and lasting friendships.

IMPACT AND APPRECIATION

Families consistently share the positive impact of these programs on their children's confidence, progress, and inclusion. MIC thanks Robyn, Amber, Jules, Sophie, Namy, and Rohan for their dedication and support.

Their commitment continues to inspire children and families, ensuring these programs remain a cornerstone of opportunity and connection across Melbourne's eastern region.



CULTURAL AWARENESS TRAINING AND MULTICULTURAL DAYS

Fostering inclusion and respect begins within MIC. In 2024–2025, the organisation strengthened cultural awareness training and celebrated multiculturalism among staff, volunteers, and partners, promoting empathy, understanding, and cultural safety.

BUILDING CULTURAL UNDERSTANDING

MIC's training equips participants with insight into the histories, values, and lived experiences of migrants and refugees. It explores communication styles, barriers, and settlement challenges, helping participants engage sensitively, respond appropriately, and build trust with clients and colleagues from diverse backgrounds.

CELEBRATING DIVERSITY

Complementing this training, MIC hosted Multicultural Days that celebrated the diversity within its team. Staff and volunteers shared food, music, and stories from around the world, creating a welcoming space to connect, learn, and appreciate one another's cultures and experiences.



STRENGTHENING CONNECTION

Participants said these initiatives deepened understanding and strengthened team bonds. Sharing meals and stories broke down barriers and nurtured mutual respect. Through these ongoing activities, MIC continues to model inclusion and harmony, showing that cultural safety and connection begin within the organisation and extend to the wider community.

DIGITAL LITERACY PROGRAM

BRIDGING THE DIVIDE

MIC continued delivery of the Digital Literacy Program in 2024–2025, funded by the Good Things Foundation. The program bridges the digital divide for newly arrived migrants, refugees, and seniors, empowering participants with the confidence and skills to navigate technology safely, access services, and stay connected to education, employment, and community life.

TAILORED LEARNING

Workshops were tailored to individual needs, covering topics from basic computer and smartphone use to online banking, government services, and cyber safety. Newly arrived participants said the sessions helped them stay in touch with family overseas, complete study or job applications, and gain independence. Seniors valued learning at their own pace in a friendly, supportive environment that reduced isolation and built digital confidence.

BUILDING CONFIDENCE

Feedback showed strong impact in both skills development and community connection. Participants appreciated the patient, hands-on support provided throughout the sessions and the welcoming space to learn without judgment. The program continues to strengthen confidence, inclusion, and access to opportunity across Melbourne's eastern region.

“

PARTICIPANT

“Feel so confident using emails and internet”



REFUGEE WEEK CELEBRATION



CELEBRATION

In 2025, MIC proudly celebrated Refugee Week, a national event honouring the courage, resilience, and contributions of refugees who have made Australia their home. The day brought communities together in unity and reflection.

STORIES

The celebration featured music, dance, and storytelling that highlighted the cultural heritage of refugee communities. Participants shared stories of courage and hope, reminding everyone of the value of creating welcoming, respectful spaces.



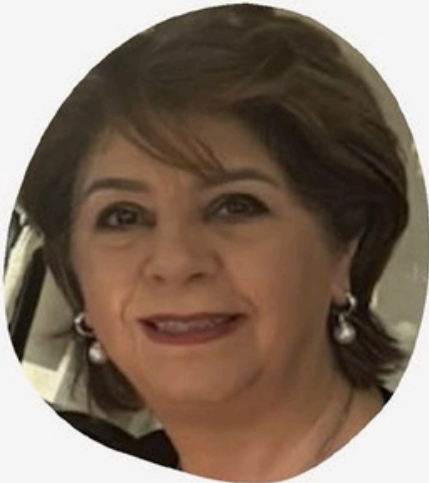
ACKNOWLEDGEMENT

MIC was honoured to have Board Member Melinda Martin attend the event. Special thanks to Habib for his leadership and coordination, and to MIC's staff team and performers for making the day memorable.

REFLECTION

Refugee Week reminds us of our shared humanity and MIC's ongoing commitment to inclusion, understanding, and equity. The strength and optimism of refugees continue to enrich workplaces, schools, and communities across Australia.

MIGRATION PROGRAM



SAFIEH LOULAGAR

Available part time and speaks Farsi and Dari. Offers invaluable support to clients from culturally diverse communities with limited language skills.

(MARN 0003396)

JUDY ZHU

Works one day a week and speaks Cantonese and Mandarin. Provides advice to all clients but can offer bilingual support to Chinese-speaking communities.

(MARN 0001043)



MIC delivered high-quality migration advice and support through its Migration Program in 2024–2025. Operating as a fee-paying service, the program provides essential guidance to individuals and families navigating Australia’s migration system. MIC remains committed to accessibility by offering free interpreters and assisting refugees and clients experiencing financial hardship.

The service is delivered by two experienced registered migration agents, Safieh Loulagar and Judy Zhu, whose expertise and language skills ensure culturally responsive, accurate, and trusted migration advice.

MIGRATION PROGRAM

PROGRAM IMPACT

Over the reporting year, the program assisted 144 clients with visa applications, family reunification, and migration advice. Clients received guidance through complex requirements, helping them prepare documentation, understand eligibility, and make informed decisions about their applications.

LEARNING AND GROWTH

Feedback was overwhelmingly positive. Clients praised Safieh and Judy for their professionalism, clarity, and compassion. Many valued receiving advice in their preferred language, which reduced stress, improved understanding, and supported positive settlement outcomes and family reunification.

LOOKING AHEAD

The fee-paying model has been well received, with clients recognising the value of trusted, community-based migration advice. Free interpreter access ensures equitable service for all language groups.

MIC will continue to uphold professional standards, maintain fair and transparent fees, and strengthen the program's role in supporting migrants to achieve security, connection, and belonging in Australia.



CLIENT SATISFACTION RESULTS

CASEWORK

97%

satisfaction from
879 responses

LIFE SKILLS PROGRAM

100%

satisfaction from
320 responses

KEY EVENTS

100%

satisfaction from
310 responses

YOUTH PROGRAM

100%

satisfaction from
115 responses

FAMILY VIOLENCE PROGRAMS

96%

satisfaction from
165 responses

INFORMATION SESSIONS

100%

satisfaction from
410 responses

STRUCTURED PROGRAMS

95%

satisfaction from
165 responses

SPECIALIST FAMILY VIOLENCE PROGRAM

COUNSELLING PROGRAM



NIDHI KHANNA

Nidhi is a Specialist Family Violence Counsellor at MIC, supporting individuals affected by family violence through a trauma-informed, person-centred, and culturally responsive approach.

Fluent in English and Hindi. Conversant in Marathi, Punjabi, Gujarati, and Urdu. Available on Mondays.

She provides individual counselling both in person and online and facilitates peer support groups, primarily for women from CaLD backgrounds.



COUNSELLING PROGRAM

1

PROGRAM OVERVIEW

MIC delivered the Victorian Department of Families, Fairness and Housing (DFFH) Specialist Family Violence Program, providing tailored, trauma-informed and culturally responsive support to women from CaLD backgrounds experiencing or at risk of family violence. The program promotes safety, healing and empowerment through individual counselling and group initiatives.

2

COUNSELLING

MIC's Specialist Family Violence Counsellor supported 18 clients through therapeutic counselling lasting over 16 weeks. This long-term approach built trust, addressed trauma, and promoted safety and wellbeing. Sessions focused on crisis response, recovery, mental health, and barriers faced by CaLD women.

3

IMPACT

The program's combination of counselling and culturally specific group work fostered resilience, confidence, and independence. Women reported improved emotional regulation, self-awareness, and relationships within a safe and supportive environment.

4

FUTURE

Counselling is offered one day per week, creating a waitlist and delays. As awareness grows, MIC aims to expand capacity through partnerships and funding so more CaLD women can access timely, culturally responsive support to rebuild their lives free from violence.

WORKING COLLABORATIVELY TO PREVENT FAMILY VIOLENCE IN CALD COMMUNITIES

MIC proudly delivered the Working Collaboratively to Prevent Family Violence in CaLD Communities Project, funded by the Victorian Department of Families, Fairness and Housing (DFFH), promoting community-led, culturally safe approaches to prevent family and sexual violence.

MIC thanks DFFH for its ongoing investment and additional funding to prevent sexual violence in CaLD communities, enabling expanded prevention programs, stronger education, and improved access to safe, culturally relevant services.



Alysha Gondal led Phase 2 with support from Houra Zare and Jacquie Arulanandam.



Partnerships with FVREE, The Orange Door, inTouch, and ECASA strengthened referral pathways and training.



Community, ethnic, and faith organisations co-designed prevention initiatives through dialogue and workshops.

WORKING COLLABORATIVELY TO PREVENT FAMILY VIOLENCE IN CALD COMMUNITIES

COMMUNITY PARTNERSHIPS AND IMPACT

Community, ethnic, and faith-based organisations across Melbourne's east played a vital role in shaping prevention efforts.

Through workshops and open dialogue, they built trust, raised awareness, and empowered communities to lead conversations about family and sexual violence.

These collaborations strengthened inclusion and encouraged early intervention through culturally relevant education and leadership.

LEADERSHIP AND FUTURE DIRECTION

The project's success reflects strong leadership and shared purpose.

MIC acknowledges Rachel Foster, Senior Manager – Family and Domestic Violence Services, whose leadership is guiding the project's next phase.

Under her direction, MIC will continue to strengthen partnerships, expand outreach, and advance prevention strategies to build safer, more inclusive communities where CaLD families can live free from violence.



Migrant
Information Centre

AGED AND DISABILITY CARE PROGRAM

AGED AND DISABILITY CARE PROGRAM

ACCESS & SUPPORT PROGRAM

Older Clients (65+)

Assistance was provided to 213 clients aged over 65 years to access the Commonwealth Home Support Program (CHSP) and other aged care and support services, with 298.25 service hours delivered in July 2025.

Younger Clients (<65, Disability)

Assistance was provided to 15 clients under 65 years with a disability to access disability services, with 79.67 service hours delivered.

Volunteer Coordination

A total of 32 hours of volunteer coordination were delivered under the HACC PYP program during the reporting period.



COLLABORATION AND OUTCOMES

Volunteers were matched with:

- 18 socially isolated older people living at home with Commonwealth Home Care Packages.
- 6 socially isolated older people in residential care facilities.

This represents a total of 24 volunteer matches in July 2025.

CARE FINDER PROGRAM

- Intensive support was provided to 47 active clients aged over 65 years to access government-funded aged care services.
- In July 2025, a total of 158.33 service hours were delivered through Care Finder, plus 23.33 hours through assertive outreach, a combined total of 181.66 service hours.

AGED & DISABILITY OVERVIEW

The Aged and Disability (A&D) Team at the Migrant Information Centre (MIC) plays a vital role in supporting older people and people with disabilities who face barriers in accessing care and services due to cultural, linguistic, or social factors. Our team ensures individuals and families receive timely, appropriate, and culturally respectful support that enhances wellbeing, independence, and social inclusion.

Guided by MIC's core values — **Acceptance, Sustainability, Person-Centred Practice, Integrity, Respect, and Empowerment** — the team delivers programs that are inclusive, responsive, and empowering for people from culturally and linguistically diverse (CALD) backgrounds.

The A&D Team delivers three major government-funded programs:

1. **Access and Support Program (A&S)**
2. **Aged Care Navigation Program (ACNP)**
3. **Aged Care Volunteer Visitors Scheme (ACVVS)**

ACCESS AND SUPPORT PROGRAM (A&S)

Jointly funded by the Australian and Victorian Governments under the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People (HACC PYP), A&S provides short-term, one-on-one assistance to frail older people, younger people with disabilities, and their carers. The program helps clients access services that enable them to live safely and independently at home.

In 2024–25, A&S supported residents across Melbourne's Eastern Metropolitan Region — including the Cities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, and Yarra Ranges. The program prioritises groups recognised under the Aged Care Act 1997, including CALD communities, Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, veterans, people experiencing financial or social disadvantage, homelessness, and Care Leavers.

AGED & DISABILITY OVERVIEW

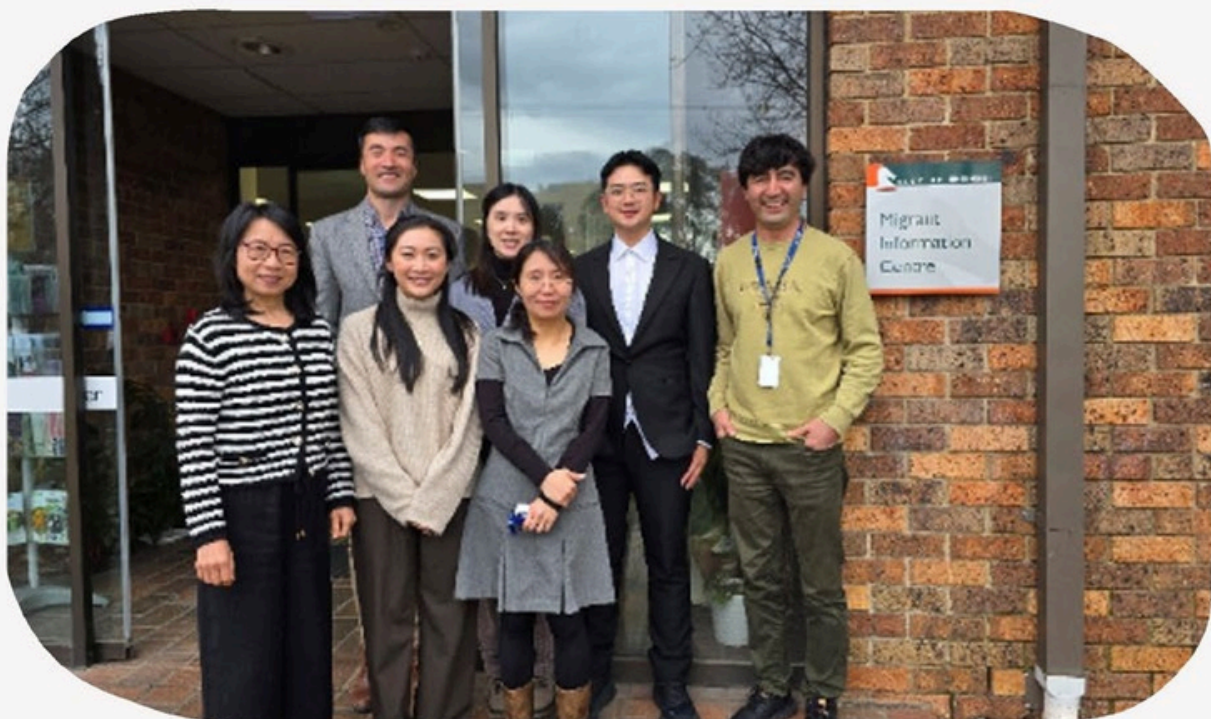
AGED CARE NAVIGATION PROGRAM (ACNP)

Funded through the national Care Finder Network by the Department of Health, Disability and Ageing and commissioned by the Eastern Melbourne Primary Health Network, ACNP provides intensive support for vulnerable older people to navigate My Aged Care and connect with relevant community services. MIC's ACNP focuses on CALD communities across Manningham, Monash, and Whitehorse, ensuring equitable access to aged care.

AGED CARE VOLUNTEER VISITORS SCHEME (ACVVS)

The ACVVS recruits and matches volunteers with older people receiving or awaiting government-funded aged care packages or residential services. The program reduces loneliness and isolation by fostering culturally safe and meaningful relationships. MIC's focus on culturally appropriate matching ensures older people from CALD backgrounds experience companionship that respects their identity and culture.

Team – Thank you for your great work



AGED & DISABILITY PROGRAMS

1. ACCESS AND SUPPORT PROGRAM

In 2024/2025, A&S provided individual support to clients under three components:

- Commonwealth Home Support Program (CHSP) to support people who are aged 65 and over (50 and over for Aboriginal and or Torres Strait Islanders)
- Home and Community Care Program for Younger People (HACC PYP) to support people with disabilities who are aged under 65 (under 50 for Aboriginal and or Torres Strait Islanders)
- HACC PYP Volunteer Coordination Program to support younger people with disabilities, chronic illnesses or mental health issues by facilitating volunteer visits to foster meaningful social connections



AGED & DISABILITY PROGRAMS

1.1 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

In 2024/2025, the A&S team assisted 336 clients connecting to services under CHSP and other community support on 2,430 occasions. Referrals were received via My Aged Care portal, from aged care providers, health services, community services, clients themselves, families or friends, and MIC's Settlement Program.

Top 5 Local Governance Areas	Top 5 Sources of referrals	Top 5 Languages	Top 5 country of birth
<ul style="list-style-type: none">WhitehorseManninghamMonashBoroondaraMaroondah	<ul style="list-style-type: none">My Aged CareCommunity SrvMIC InternalSelfFamily/Friends	<ul style="list-style-type: none">MandarinEnglishCantoneseGreekFarsi (Persian)	<ul style="list-style-type: none">ChinaAustraliaGreeceMalaysiaIran

CHSP client's gender



AGED & DISABILITY PROGRAMS

1.2 HOME AND COMMUNITY CARE PROGRAM FOR YOUNGER PEOPLE (HACC PYP)

In 2024-2025, a total of 44 clients were assisted under the HACC PYP. Referrals were received from self, family members or friends, GPs and hospitals, mental health service, MIC's Settlement Program and other community services.

Top 3 Local Governance Areas	Top 3 Sources of referrals	Top 3 Languages	Top 3 country of birth
<ul style="list-style-type: none">WhitehorseMaroondahManningham	<ul style="list-style-type: none">HospitalsPalliative CareSelf	<ul style="list-style-type: none">MandarinPersianBurmese/Chin and Karen	<ul style="list-style-type: none">ChinaIranMyanmar

HACC PYP client's gender



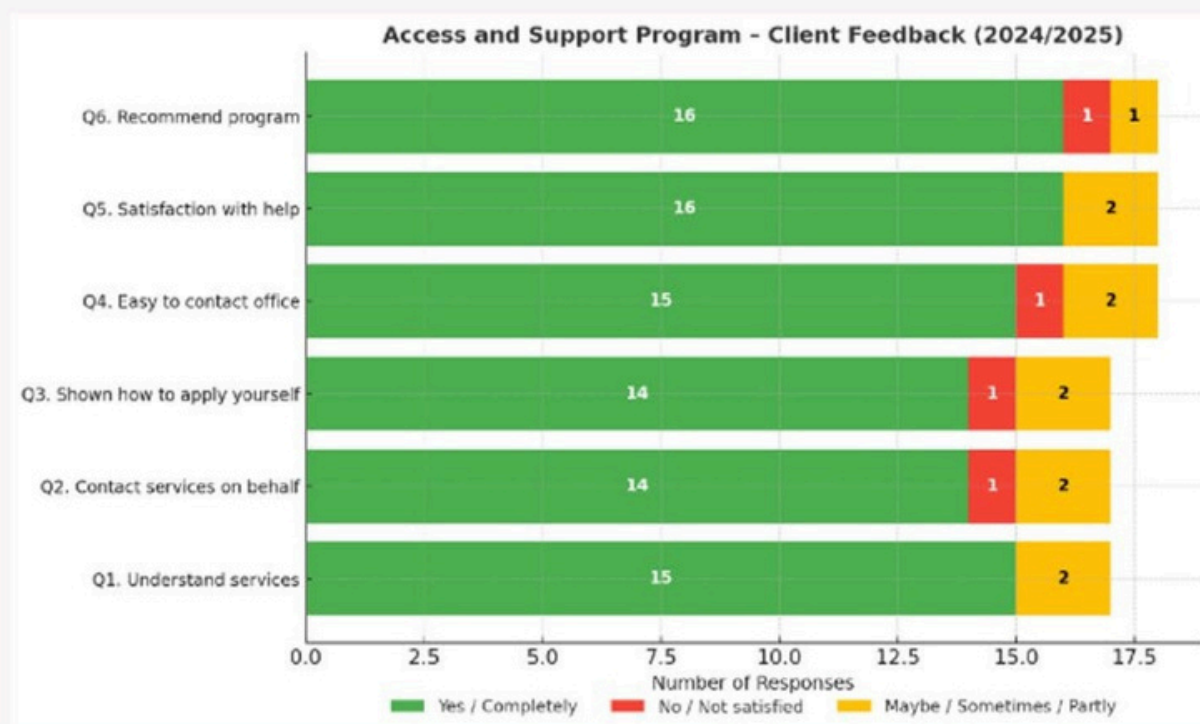
1.3 HACC PYP VOLUNTEER COORDINATION PROGRAM

In 2024-2025, the Volunteer Coordination Program dedicated 433 hours to recruiting, training, and supporting volunteers, and promoting the program across community organisations. Volunteers were provided with comprehensive orientation and specialised training to assist people with disabilities. A total of 43 volunteer visits were conducted, providing companionship, social connection, and assistance with schoolwork, English learning, and community participation. These visits fostered confidence, inclusion, and wellbeing, reducing social isolation and strengthening community ties. The program's success highlights the value of volunteer engagement in enhancing quality of life for people with disabilities and promoting a more connected and compassionate community.

AGED & DISABILITY PROGRAMS

1.4 CLIENTS SURVEY

In 2024–2025, the Access and Support Program invited clients and carers to provide feedback after exiting the service, with interpreters offered as needed. Responses highlighted the program’s strong and lasting impact, with clients describing staff as caring, professional, and responsive. Many praised the team’s patience, dedication, and commitment to ensuring understanding through interpreters and timely follow-ups. Overall, 78% of respondents were completely satisfied with the service, and 89% said they would recommend the program to others — reflecting the high quality, cultural sensitivity, and effectiveness of MIC’s client-centred approach in supporting diverse community members.



CLIENT VOICES

- “The worker is very caring and responsive. Keep it that way.”
- “Well done. Very respectful and professional — caring and very patient.”
- “The worker is excellent and professional in her dealings.
- We are so grateful to have her assistance.”

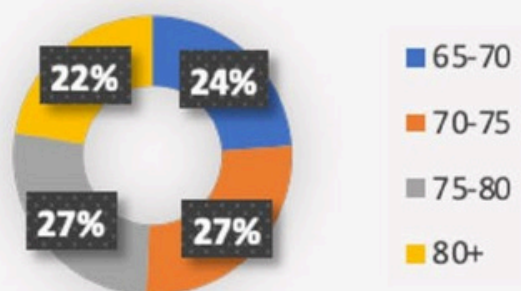
AGED & DISABILITY PROGRAMS

2. AGED CARE NAVIGATION PROGRAM (ACNP)

In 2024–2025, the Aged Care Navigation Program (ACNP) provided intensive support to clients facing language, literacy, or social barriers. The team assisted with My Aged Care registration, assessments, and service access, ensuring clients understood the process and remained supported through regular check-ins to maintain appropriate and effective care connections.

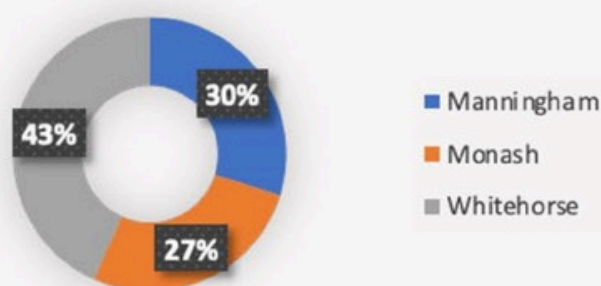
CLIENTS DEMOGRAPHICS

- **Age:** The clients demographics demonstrate a relatively even distribution across age groups, with each category ranging from 15 to 18 clients.



- **Gender:** Of the new clients, 44 were female and 23 were male.

- **Age:** The clients demographics demonstrate a relatively even distribution across age groups, with each category ranging from 15 to 18 clients.

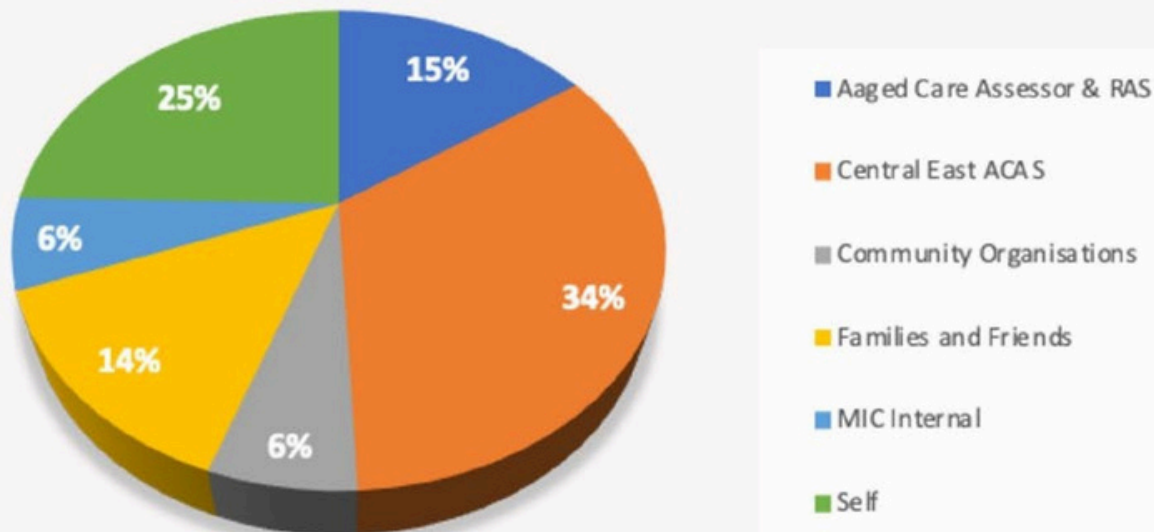


- **Language:** The ACNP worked with clients from a wide range of language backgrounds, reflecting the cultural diversity of our community. Clients spoke languages including Mandarin, English, Cantonese, Macedonian, Khmer, Zomi, Persian, and Serbian.

AGED & DISABILITY PROGRAMS

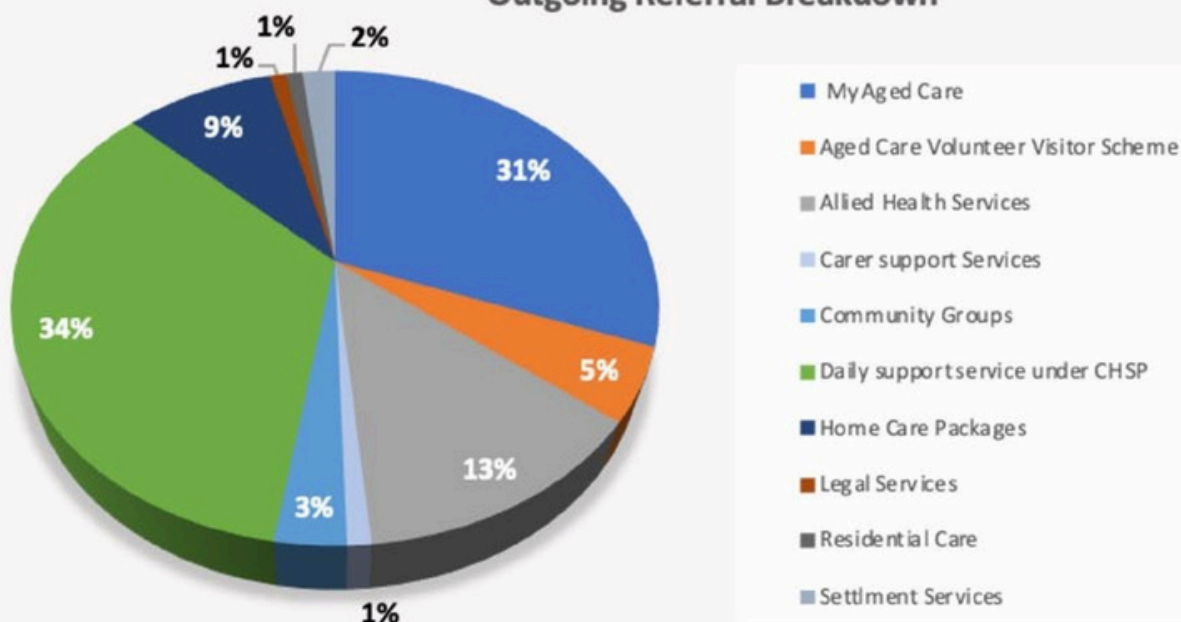
INCOMING REFERRALS

Incoming Referral Breakdown



OUTGOING REFERRALS

Outgoing Referral Breakdown



ASSERTIVE OUTREACH

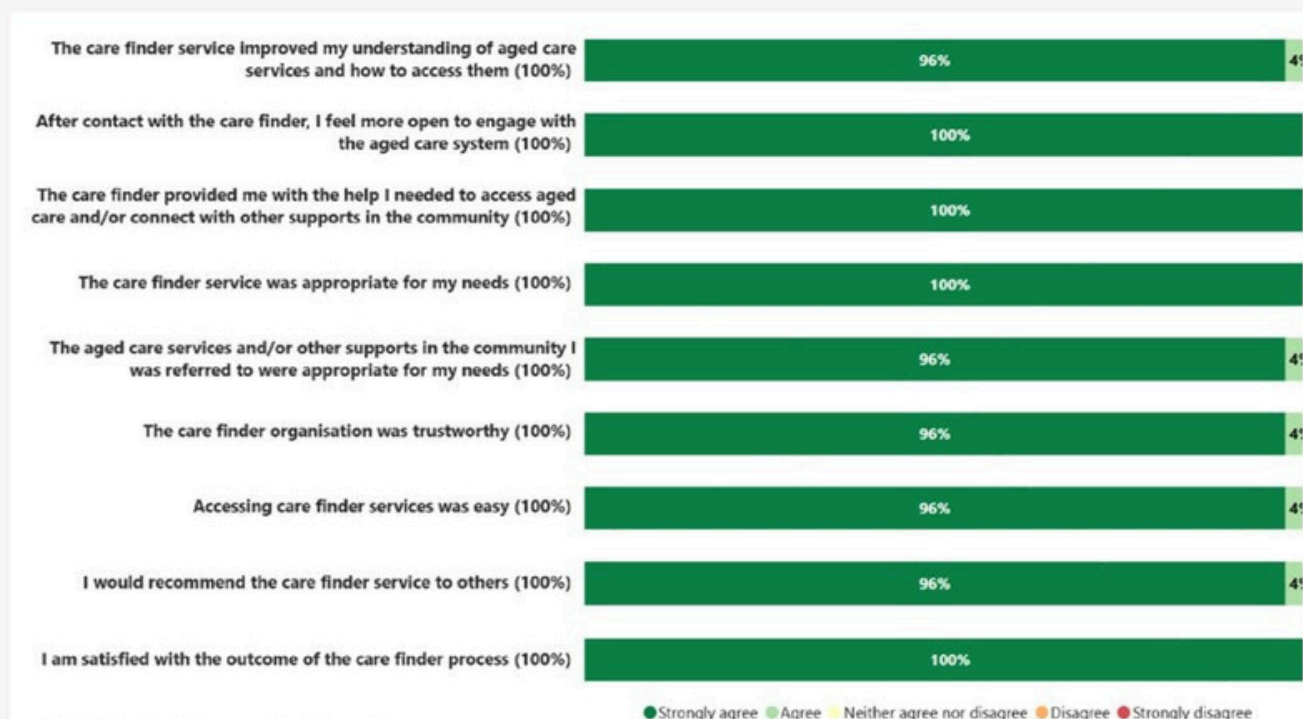
Over the 2024–2025 financial year, the team delivered 81.33 hours of outreach activities and participated in 15 community events, including information sessions, to promote the program.

AGED & DISABILITY PROGRAMS

To further support clients and service providers, ACNP service brochures were developed. Brochures for clients were translated into multiple community languages, including Arabic, Greek, Hungarian, Italian, Persian, Simplified Chinese, Traditional Chinese, Tamil, and Vietnamese. These service brochures are available online at: MIC East Melbourne – Elderly People & Younger People with Disabilities Services.

CLIENT FEEDBACK AND SATISFACTION

A total of 24 clients participated in the survey, providing feedback on their experiences with the Aged Care Navigation Program service. The responses were consistently positive, with high levels of satisfaction reported across all assessed areas.



CLIENT FEEDBACK HIGHLIGHTS:

- “Very caring, professional and totally trustworthy. Staff was detailed and targeted in her approach and offered great solutions.”
- “Very satisfied... Staff is professional, respectful, patient and caring. Thank you with all my heart!”

AGED & DISABILITY PROGRAMS

3. AGED CARE VOLUNTEER VISITOR SCHEME (ACVVS)

In 2024/2025, MIC's ACVVS has continued to grow and adapt to support the diverse needs of volunteers and care recipients.

- 18 volunteers contributed to MIC's ACVVS, offering their time, compassion and companionship to older adults in our community.
- **26 older people living at home** (with Home Care Packages) received regular visits.
- **7 residents** in Australian government-funded residential aged care home were supported through volunteer visits.
- Our program served individuals from a wide range of cultural and linguistic backgrounds, including **Arabic, Cantonese, Greek, Hungarian, Korean, Italian, Mandarin, Serbia, and Vietnamese.**

This cultural diversity reflects the strength of our community and underscores the commitment of our volunteers to engage in culturally respectful and enriching interactions.

Gratitude and Acknowledgements

We extend our heartfelt thanks to our volunteers, care recipients, dedicated staff, and network partners. Your invaluable contributions continue to make a profound difference in the lives of older people across our community.

Together, we are building a more connected, compassionate, and inclusive future — one visit at a time!



FINANCIAL STATEMENTS

Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Financial Statements

For the Year Ended 30 June 2025

Contents

For the Year Ended 30 June 2025

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Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Directors' Report

30 June 2025

The directors present their report on Migrant Information Centre (Eastern Melbourne) Ltd for the financial year ended 30 June 2025.

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 Edmond Wong		Appointed 20 February 2025
Ms Cate Coleman		Resigned on 19 September 2024
Mr Vinod Vijayan		
Ms Naomi Kim		
Ms Nicole Barwick		
Mr Sudharma Hiremath	Secretary until 20 June 2025	Resigned 20 June 2025
Mr Guatam Dev		Appointed 17 October 2024 Resigned 28 January 2025

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, until he resigned in 20 June 2025. This position has not been filled.

Principal activities

The principal activity of Migrant Information Centre (Eastern Melbourne) Ltd during the financial year was to provide services to people from refugee and migrant backgrounds. These services aimed to support their settlement and enhance equitable access to opportunities and services available in Australia.

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

Vision

A safe and welcoming community where everyone is respected and supported to succeed.

Purpose

We strive to build a strong community where people have the opportunity to grow, contribute and shape their own future.

Directors' Report

30 June 2025

General information

Strategy for achieving the objectives

MIC's Strategic Plan 2025-2028 outlines the 4 strategic pillars, expected outcomes and key objectives. MIC develops an annual plan to convert the strategy into achievable actions to be completed in the annual plan year.

Our Objectives

SERVICE EXCELLENCE - We innovate, review and deliver quality services for best outcome

- Enhance client-centred service delivery by embedding co-design principles and feedback mechanisms.
- Strengthen workforce capability through ongoing training and staff well-being initiatives.
- Establish a robust impact measurement framework.
- Strengthen continuous Quality Improvement Framework
- Establish service evaluation framework.

SERVICE PARTNERSHIP - We partner with relevant stakeholders to increase impact.

- Develop cross-sector partnerships.
- Strengthen collaborations with partners.
- Increase partnership engagement with CALD communities.

ADVOCACY - We lead and support our community to have a voice.

- Collaborate with sector partners on collective advocacy.
- Strengthen the organisation's public voice.
- Influence funding and policy through government engagement.
- Build client/community voice in advocacy.
- Facilitate community consultation and engagement.

ORGANISATIONAL CAPACITY - We prioritise the development of a learning culture and develop infrastructure to increase capacity.

- Strengthen financial sustainability.
- Enhance governance and leadership capacity.
- Implement advanced data and analytics systems.=
- Foster a high-performing and inclusive workplace culture.
- Strengthen Internal systems and infrastructure

OUTCOMES

Service Excellence	Service Partnership	Advocacy	Organisational Capacity
Clients receive high-quality, responsive services from a skilled workforce, supported by continuous improvement and data-driven decision-making through robust evaluation	Strong, trust-based partnerships drive innovation, expand service reach, and foster culturally inclusive, community-led solutions through shared expertise and collaborative action	Empowered clients and communities actively shape advocacy efforts, driving policy and service improvements through authentic engagement, strengthened partnerships, and increased capacity to influence change	A resilient, inclusive, and strategically led organisation with strong systems, diversified income, and a skilled workforce, enabling innovation, accountability, and sustainable impact

Migrant Information Centre (Eastern Melbourne) Ltd

27 084 251 669

Directors' Report

30 June 2025

General information

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 2025, the number of members was 7.

At 30 June 2025 the collective liability of members was \$ 70 (2024: \$200).

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.
Sudharma Hiremath	Secretary Appointed Director 1 April 2017, reappointed on 1 April 2020 and appointed Secretary 20 April 2023. Resigned 20 June 2025.
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. Resigned 19 September 2024.
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.

Directors' Report

30 June 2025

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.

Mr Guatam Dev

Appointed on 17 October 2024, resigned on 28 January 2025.

Experience

Gautam Dev, based in Melbourne, VIC, AU, is currently a Head of Talent and Change Management at The Hong Kong Jockey Club. Gautam Dev brings experience from previous roles at abrdn, INSEAD Executive Education, Prudential Corporation Asia and Eastspring Investments. Gautam Dev holds a 2023 - 2023 Accenture. With a robust skill set that includes Talent Management, Recruiting, Human Resources, Organizational Development, Leadership and more.

Directors' Report

30 June 2025

Information on directors

Mr Edmond Wong

Appointed 20 February 2025

Experience

Edmond has a Master's in Applied Science and a Post Graduate qualification in Business Management. Edmond is an executive leader with over 30 years of experience in primary health care, aged care, and NDIS disability services across not-for-profit and commercial organisations. Starting as a clinical physiotherapist, Edmond advanced into senior management roles, overseeing multimillion-dollar budgets, large multidisciplinary teams, and complex operations. He has led strategic initiatives, including launching new service lines, integrating digital systems, and achieving quality accreditations, driving improved outcomes for the communities. Edmond holds a Master's in Applied Science and a Post Graduate qualification in Business Management. His commitment always focuses on improving community well-being through innovative, client-centric, and sustainable care.

Meetings of directors

During the financial year, 11 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	11	10
Mr Kai Leung	11	10
Mr Sudharma Hiremath	11	8
Mr Edmong Wong	5	5
Ms Cate Coleman	2	2
Mr Vinod Vijayan	11	9
Ms Naomi Kim	11	10
Ms Nicole Barwick	11	10
Mr Guatam Dev	3	2

Indemnification and insurance of directors and officers

MIC hold Directors and Officers insurance with the Victorian Managed Insurance Authority in respect of loss arising of any claim, by reason of any wrongful act.

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

Director:
Ms Lisa Dean

Date 23 October 2025

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
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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 2025, 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

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 23 October 2025

Liability limited by a scheme approved under Professional Standards Legislation.

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 2025

	Note	2025 \$	2024 \$
REVENUE FROM ORDINARY ACTIVITIES			
Department of Home Affairs		2,032,702	1,808,887
Department of Health		317,637	306,126
PHN Eastern Melbourne		168,212	102,913
Department of Family, Fairness and Housing		202,726	707,275
Department of Jobs, Precincts & Regions		-	115,940
Dept of Industry, Science, Energy & Resources		-	290,982
Settlement Council Australia		12,000	-
City of Monash		55,000	10,000
Care Finder- Eastern Health		157,610	-
City of Maroondah		-	3,500
Be Connected Foundation		5,000	-
NADC-Australia Day Community Events Grant		10,000	-
Multicultural Festivals- Harmony in Togetherness		5,000	-
Vic Roads		9,831	11,691
Cybersecurity Grant-DHAF		15,000	-
Yarra Ranges Council		10,650	10,739
Grant - Carers Victoria		25,000	-
Donations and Fundraising		11,714	9,590
Interest Received		19,922	54,090
Profit on Disposal of Property, Plant and Equipment		-	12,500
Other income		41,649	70,725
TOTAL REVENUE		3,099,653	3,514,958

The accompanying notes form part of these financial statements.

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
EXPENSES			
Employee Benefits Expense			
Professional Development		(12,413)	(7,176)
Recruitment costs		(6,563)	(430)
Superannuation contributions		(291,017)	(319,593)
Wages & Salaries		(2,278,890)	(2,481,111)
Holiday Pay		(56,175)	(195,301)
Long service leave		58,229	(97,218)
Workers compensation		(41,310)	(55,309)
Total Employee Benefits Expenses		(2,628,139)	(3,156,138)
Depreciation expense		(37,309)	(13,059)
Other Expenses from Ordinary Activities			
Audit fees		(7,750)	(4,070)
Bank charges		(711)	(734)
Finance leases		(2,229)	-
Board expenses		(7,015)	(495)
Catering/Refreshments		(30,839)	(19,348)
Computer expenses		(67,717)	(34,980)
Dues & Subscriptions		(10,569)	(6,997)
Facilitators/Speakers Payment		(1,159)	(79,259)
Insurance		(3,032)	(11,739)
Motor vehicle expenses		(7,479)	(7,627)
Office equipment		(9)	(1,583)
Other operating expenses		(50,976)	(57,652)
Photocopier expense		(3,338)	(4,201)
Postage		(1,085)	(1,271)
Rental Outgoings		(41,243)	(79,757)
Service Delivery - Interpreting & Translating		(29,197)	(35,223)
Service Delivery - Direct Client Support		(1,814)	(24,582)
Service Delivery - Printing		(2,588)	(4,170)
Stationery		(5,973)	(5,700)
Telephone and fax		(17,852)	(11,128)
Transport Subsidies/Expenses		(5,315)	(13,605)
Venue Hire		(12,059)	(33,956)
Profit/(Loss) for the year		124,256	(92,316)
Other comprehensive income, net of income tax			
Items that will not be reclassified subsequently to profit or loss - long service leave		60,434	-
Items that will not be reclassified subsequently to profit or loss - unearned income		(50,319)	-
Other comprehensive income for the year, net of tax		10,115	-
Total comprehensive income/ (loss) for the year		134,371	(92,316)

The accompanying notes form part of these financial statements.

Statement of Financial Position

As At 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	1,156,434	917,640
Trade and other receivables	5	27,204	67,440
Other assets	6	328,631	320,000
TOTAL CURRENT ASSETS		1,512,269	1,305,080
NON-CURRENT ASSETS			
Property, plant and equipment	7	21,361	1,922
Right-of-use assets	8	95,221	-
TOTAL NON-CURRENT ASSETS		116,582	1,922
TOTAL ASSETS		1,628,851	1,307,002
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	204,400	271,769
Lease liabilities	8	63,462	-
Employee benefits	11	209,416	379,024
Other financial liabilities	10	442,372	97,605
TOTAL CURRENT LIABILITIES		919,650	748,398
NON-CURRENT LIABILITIES			
Lease liabilities	8	33,003	-
Employee benefits	11	-	16,777
TOTAL NON-CURRENT LIABILITIES		33,003	16,777
TOTAL LIABILITIES		952,653	765,175
NET ASSETS		676,198	541,827
EQUITY			
Retained earnings		676,198	541,827
TOTAL EQUITY		676,198	541,827

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the Year Ended 30 June 2025

2025

Balance at 1 July 2024

Profit for the year

Total other comprehensive income for the period

Balance at 30 June 2025

Retained Earnings	Total
\$	\$
541,827	541,827
124,256	124,256
10,115	10,115
676,198	676,198

2024

Balance at 1 July 2023

Change in accounting policy

Balance at 1 July 2023 restated

Loss for the year

Balance at 30 June 2024

2

Retained Earnings	Total
\$	\$
409,718	409,718
224,425	224,425
634,143	634,143
(92,316)	(92,316)
541,827	541,827

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the Year Ended 30 June 2025

	2025	2024
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	3,052,478	3,377,643
Interest received	19,922	54,090
Other receipts	67,488	49,848
Payments to suppliers and employees	(2,843,362)	(3,911,243)
Net cash used in operating activities	296,526	(429,662)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	-	12,500
Purchase of plant and equipment	(25,007)	-
Net cash used in investing activities	(25,007)	12,500
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(32,725)	-
Net cash provided by/(used in) financing activities	(32,725)	-
Net decrease in cash and cash equivalents held	238,794	(417,162)
Cash and cash equivalents at beginning of year	917,640	1,334,802
Cash and cash equivalents at end of financial year	4 1,156,434	917,640

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2025

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) 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.

Other income

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

(b) Income Tax

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

(c) Goods and services tax (GST)

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

Receivables and payable are stated inclusive of GST.

Notes to the Financial Statements
For the Year Ended 30 June 2025

2 Summary of Significant Accounting Policies

(d) 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.

Plant and equipment

Plant and equipment are measured using the revaluation model.

Depreciation

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

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

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

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

(e) Impairment of non-financial assets

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

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

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

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

(f) Cash and cash equivalents

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

Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Summary of Significant Accounting Policies

(g) 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.

(h) Employee benefits

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

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

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 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.

Notes to the Financial Statements

For the Year Ended 30 June 2025

4 Cash and Cash Equivalents

	2025	2024
	\$	\$
Cash on hand	-	89
Bank balances	1,156,434	917,551
Total cash and cash equivalents	1,156,434	917,640

5 Trade and Other Receivables

	2025	2024
	\$	\$
CURRENT		
Trade receivables	27,204	67,440
Total current trade and other receivables	27,204	67,440

6 Other Financial Assets

	2025	2024
	\$	\$
CURRENT		
Term Deposits held	328,631	320,000
Total	328,631	320,000

7 Plant and equipment

PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	24,259	24,259
Accumulated depreciation	(24,259)	(24,259)
Motor vehicles		
At cost	44,192	44,192
Accumulated depreciation	(44,192)	(44,192)
Total motor vehicles	-	-
Office equipment		
At cost	-	9,000
Accumulated depreciation	-	(9,000)
Total office equipment	-	-
Computer equipment		
At cost	73,992	48,984
Accumulated depreciation	(52,631)	(47,062)
Total computer equipment	21,361	1,922
Total plant and equipment	21,361	1,922

Notes to the Financial Statements

For the Year Ended 30 June 2025

8 Leases

Right-of-use assets

Year ended 30 June 2025

Additions to right-of-use assets
Depreciation charge

Balance at end of year

Buildings	Total
\$	\$
126,961	126,961
(31,740)	(31,740)
95,221	95,221

There was no lease recognition in the previous years, lease for AASB16 has been recognised from 1 January 2025 onwards

Lease liabilities

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year	1 - 5 years	Lease liabilities included in this Statement Of Financial Position
	\$	\$	\$
2025			
Lease liabilities	63,462	33,003	96,465

9 Trade and Other Payables

	Note	2025	2024
		\$	\$
CURRENT			
Trade payables		28,496	41,943
GST payable		31,457	23,266
Accrued expenses		4,500	6,736
PAYG Withholding		47,318	38,770
Accrued salaries and wages		89,196	158,138
Other payables		3,433	2,916
		204,400	271,769

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.

Notes to the Financial Statements

For the Year Ended 30 June 2025

10 Other Financial Liabilities

	2025	2024
	\$	\$
CURRENT		
Income in advance	442,372	97,605
Total	442,372	97,605

11 Employee Benefits

	2025	2024
	\$	\$
Current liabilities		
Long service leave	118,876	208,144
Annual Leave	90,540	170,880
	209,416	379,024
Non-current liabilities		
Long service leave	-	16,777
	-	16,777

12 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 2025 the number of members was 7 (2024: 20).

13 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 154,948 (2024: \$ 125,698).

14 Auditors' Remuneration

	2025	2024
	\$	\$
Remuneration of the auditor for:		
- auditing of the financial statements	7,500	6,200
Total	7,500	6,200

15 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2025 (30 June 2024: None).

Notes to the Financial Statements

For the Year Ended 30 June 2025

16 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.

17 Statutory Information

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

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

Responsible Persons' Declaration

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

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

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

Responsible person
Ms Lisa Dean

Dated 23 October 2025

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
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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 2025, 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 2025 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

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

Nicole Postan
Director

Date 23 October 2025

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

**Box Hill**

Town Hall Hub,
Suite 2, 27 Bank Street, Box Hill VIC 3128
Phone: (03) 7049 1600
Email: mic@miceastmelb.com.au
Website: www.miceastmelb.com.au

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