MIGRANT INFORMATION CENTRE
eastern melbourne



MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LTD

ANNUAL REPORT 2025/2026

Established in 1999, Migrant Information Centre (Eastern Melbourne) is a not-for-profit organisation supporting newly arrived migrants and people from refugee backgrounds to access services, live with dignity and safety, and challenge racism.

Migrant Information Centre (Eastern Melbourne)
Annual Report 2025-2026

October 2026

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

ABN Number 27 084 251 669

Acknowledgement to Country



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

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

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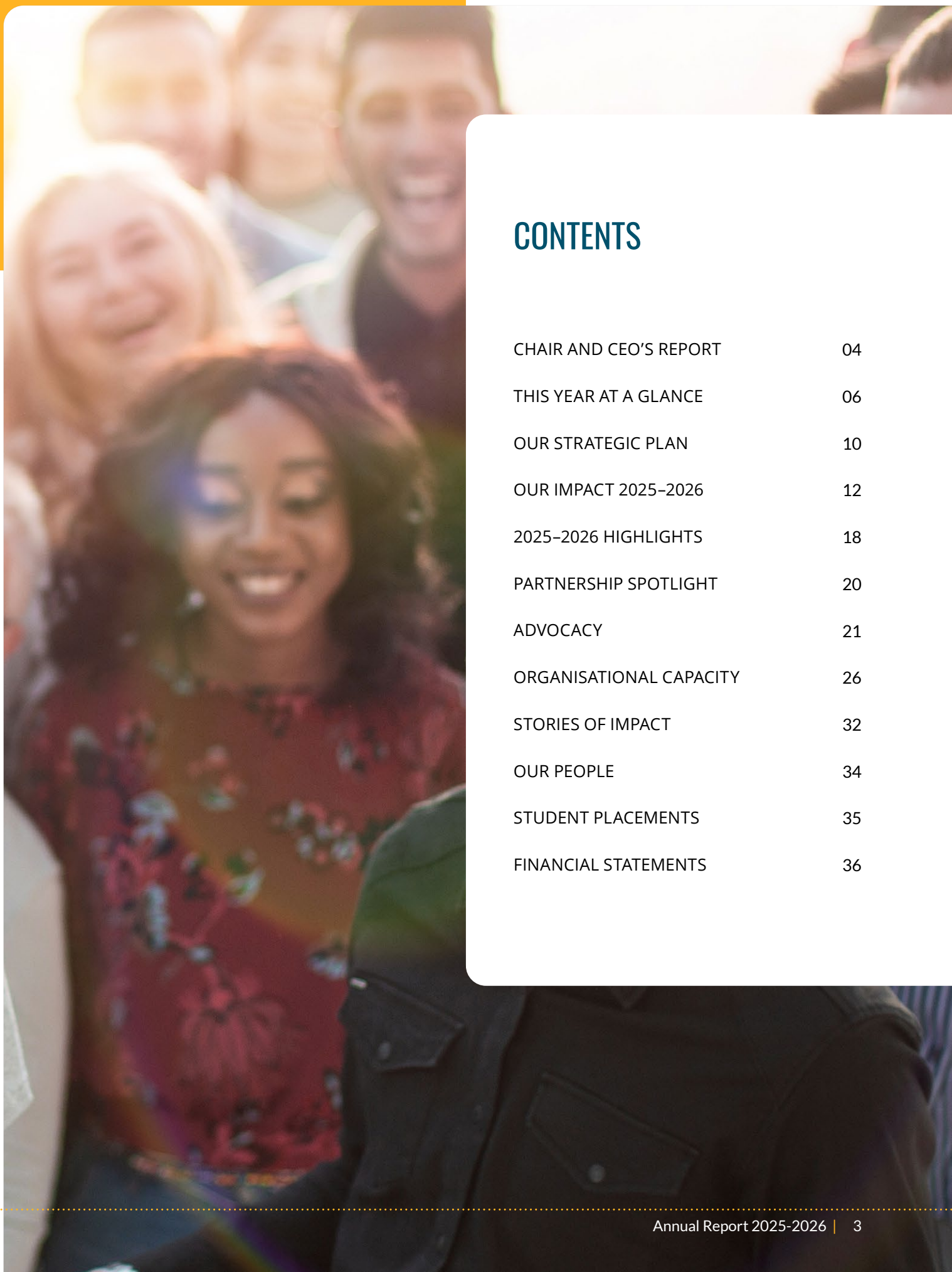

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A MESSAGE FROM OUR CHAIR AND CEO

Lisa Dean Board Chair & Rachna Muddagouni CEO

It has been another year of progress and development for MIC, as we continue to deliver on our purpose of building a strong, diverse community where people can grow, contribute and shape their own future.

Throughout the year, MIC remained focused on delivering high-quality, inclusive services that respond to the needs of our community. Our staff and volunteers continued to demonstrate commitment, care and professionalism, supporting people to participate, connect and live well in their communities.

An important area of focus has been strengthening our understanding of the difference our services and programs make for the people and communities we support. During the year, we began exploring how we can better capture and understand outcomes, including what information is currently available and where there are opportunities to strengthen our approach. This work has highlighted the importance of developing measures that are meaningful, practical and aligned with MIC's purpose. Developing a more structured impact measurement framework will be a focus for the coming year, providing a stronger foundation for understanding and communicating the outcomes of our work.

We have also continued to strengthen our organisational foundations. Our focus on quality, risk management, financial sustainability, workforce capability and good governance supports MIC to remain responsive and resilient in a changing environment. We have continued to support staff engagement and wellbeing, recognising that a capable, supported and engaged workforce is fundamental to achieving positive outcomes for the community.

Partnerships and community connections remain central to our approach. During the year, MIC continued to work collaboratively with community organisations, service providers, government and other stakeholders to strengthen opportunities for participation and inclusion. Our advocacy and engagement activities have also enabled us to contribute the experience and perspectives of our community to broader discussions affecting the people we support.

Looking ahead, we will continue to focus on service excellence, meaningful partnerships, advocacy and organisational capacity. A key priority will be progressing our work on impact measurement, so that over time MIC can develop a clearer picture of the outcomes we are contributing to, use this information to support continuous improvement and better communicate the value of our work.

We thank our staff, volunteers, clients, families, supporters, partners and funders for their contribution throughout the year. We also thank the MIC Board for its ongoing commitment to strong governance, strategic leadership and MIC's purpose.

Together, we look forward to building on this year's progress and continuing to create a safe and welcoming community where everyone is respected and supported to succeed.

Lisa Dean
Chair, Board of Directors

Rachna Muddagouni
Chief Executive Officer

> MIC helps us settle into our new country and supports our families and children to feel safe."
> — Members of the Zomi community.



Rachna Muddagouni
Chief Executive Officer



Lisa Dean
Board Chair

THIS YEAR AT A GLANCE

UNDERSTANDING THE COMMUNITIES WE SERVE

2,178 CLIENTS SUPPORTED ACROSS EASTERN MELBOURNE

COUNTRY OF BIRTH

Top Communities Served

Myanmar	29%
China	18%
Iran	11%

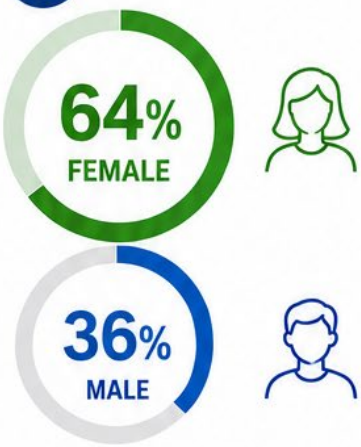
Other countries represent 42% of our clients.

AGE PROFILE



Under 18 years	14%
18–25 years (Top 3 age cohort)	18%
26–59 years (Largest client group)	49%
60+ years (Top 3 age cohort)	19%

GENDER



LANGUAGES SPOKEN

Top Languages

Burmese & Related Languages	27%
Mandarin	19%
Persian (Farsi)	11%

Other languages represent 43% of our clients.

LOCAL GOVERNMENT AREAS

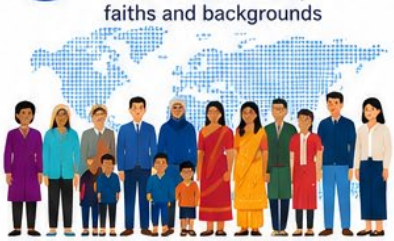
Highest Client Representation

Maroondah	23%
Yarra Ranges	18%
Whitehorse	16%

Other LGAs represent 43% of clients.

CULTURAL DIVERSITY

A rich mix of cultures, faiths and backgrounds



We are proud to support people from a wide range of backgrounds and life experiences.

EXECUTIVE HIGHLIGHTS

- Supporting clients from over 60 countries.
- Services delivered in multiple community languages.
- Women represent nearly two-thirds of our clients.
- Strong engagement across all age groups.
- Concentrated service delivery across Eastern Metropolitan Melbourne.



PERFORMANCE SUMMARY

2,178	Clients Supported
60+	Countries of Birth
30+	Languages Spoken
6	Local Government Areas Served

Programs delivered

- **Individuals, Families and Children (Settlement Engagement Transition Program)**
- **Aged Care and Disability Support**
- **Family Violence and Sexual Violence Projects**
- **Community Partnership and Advocacy**
- **Advice, training and support for professionals**
- **Strategic projects**
- **Migration advice - (Ceased in September 2026)**

Our impact
Improving Family Violence Responses for CALD Women

Through the Working Together Project, MIC staff identified forced marriage risks early and provided a culturally safe, trauma-informed response. Using MARAM-aligned assessment, specialist consultation and safety planning, a young woman received confidential information about her rights and support options, empowering her to make informed decisions while strengthening early intervention and preventing escalation.



THIS YEAR AT A GLANCE (continued)

BUILDING STRONG PARTNERSHIPS
TO STRENGTHEN COMMUNITY OUTCOMES

ACTIVE PARTNERSHIPS

225
ACTIVE PARTNERSHIPS

Across CALD and mainstream sectors in Eastern Melbourne.

NEW STRATEGIC PARTNERSHIPS

10
NEW PARTNERSHIPS

Established during the reporting period to expand reach and impact.

STAFF PARTICIPATING IN INTERAGENCY NETWORKS

70
STAFF PARTICIPATING

Actively contributing to interagency networks, forums and working groups.

EXECUTIVE HIGHLIGHTS

- Active partnerships increased to 225 across community, government, education, health and business sectors.
- 10 new strategic partnerships strengthened collaboration and created new opportunities for our communities.
- Staff participation in 70 interagency networks enhanced knowledge sharing, advocacy and service coordination.
- These partnerships improved referral pathways, increased service access and delivered better outcomes for clients.

OUR PARTNERSHIP NETWORK



THE IMPACT OF PARTNERSHIPS

- Stronger connections across sectors
- Better coordinated services and referral pathways
- Increased access and opportunities for communities
- Enhanced outcomes and community wellbeing
- Greater influence and collective impact



Partnerships are at the heart of our work.
Together, we create inclusive communities where everyone can thrive.

Funding Received

- **Department of Home Affairs**
- **Department of Health**
- **PHN Eastern Health Melbourne**
- **Department of Family, Fairness and Housing**
- **City of Monash**
- **City of Maroondah**
- **Be Connected Foundation**
- **Vic Roads**
- **Cybersecurity Grant- Commonwealth**

Our impact
Supporting Older Australians

ThroughAged Care Volunteers Visitors Scheme, MIC matched a socially isolated 69-year-old man with a volunteer who shared his passion for photography. Regular visits and photography outings rebuilt his confidence, reduced loneliness and strengthened community connection. He now regularly leaves home, enjoys photography again and has developed a meaningful friendship, improving his overall wellbeing.



STRATEGIC PLAN 2025-2028

OUR VISION:

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

OUR PURPOSE:

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

01 STRATEGIC OBJECTIVE 1: SERVICE EXCELLENCE

We innovate, review and deliver quality services for best outcomes

Expected outcome
Client co-design, strong client satisfaction and staff engagement, formal advisory groups, and systematic impact measurement, quality reviews and evaluation drive responsive services and continuous improvement

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

Strengthen workforce capability through ongoing training and staff wellbeing initiatives Establish a robust impact measurement framework

Strengthen continuous Quality Improvement Framework Establish service evaluation Framework

02 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

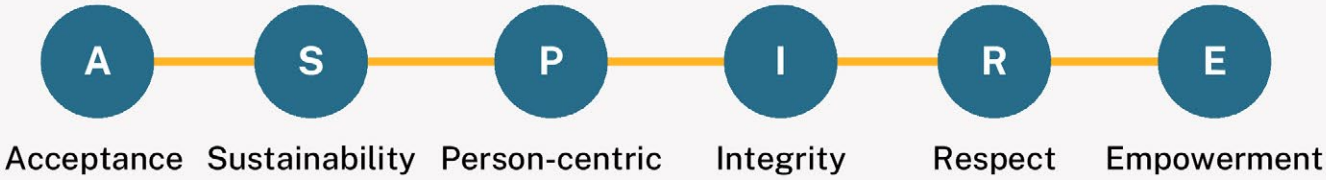
Key objectives
Develop cross-sector partnerships

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

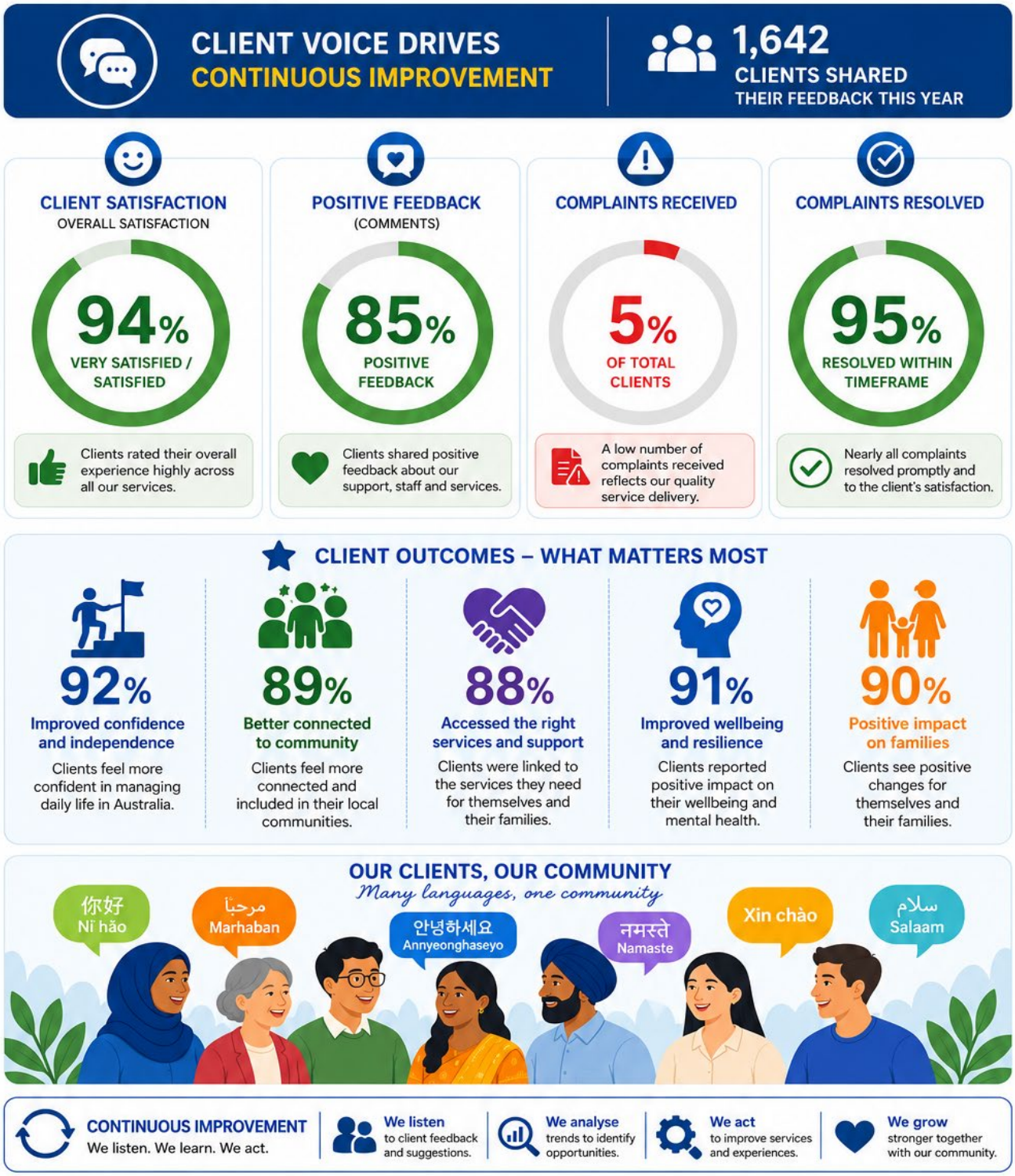
Strengthen Internal systems and infrastructure

OUR IMPACT 2025–2026

CLIENT VOICES *Helping shape better services*

CLIENT FEEDBACK SATISFACTION & OUTCOMES 2025-2026

Feedback highlighted the importance of culturally responsive support, trusted relationships and having staff who understand the language, culture and circumstances of the communities they work with.

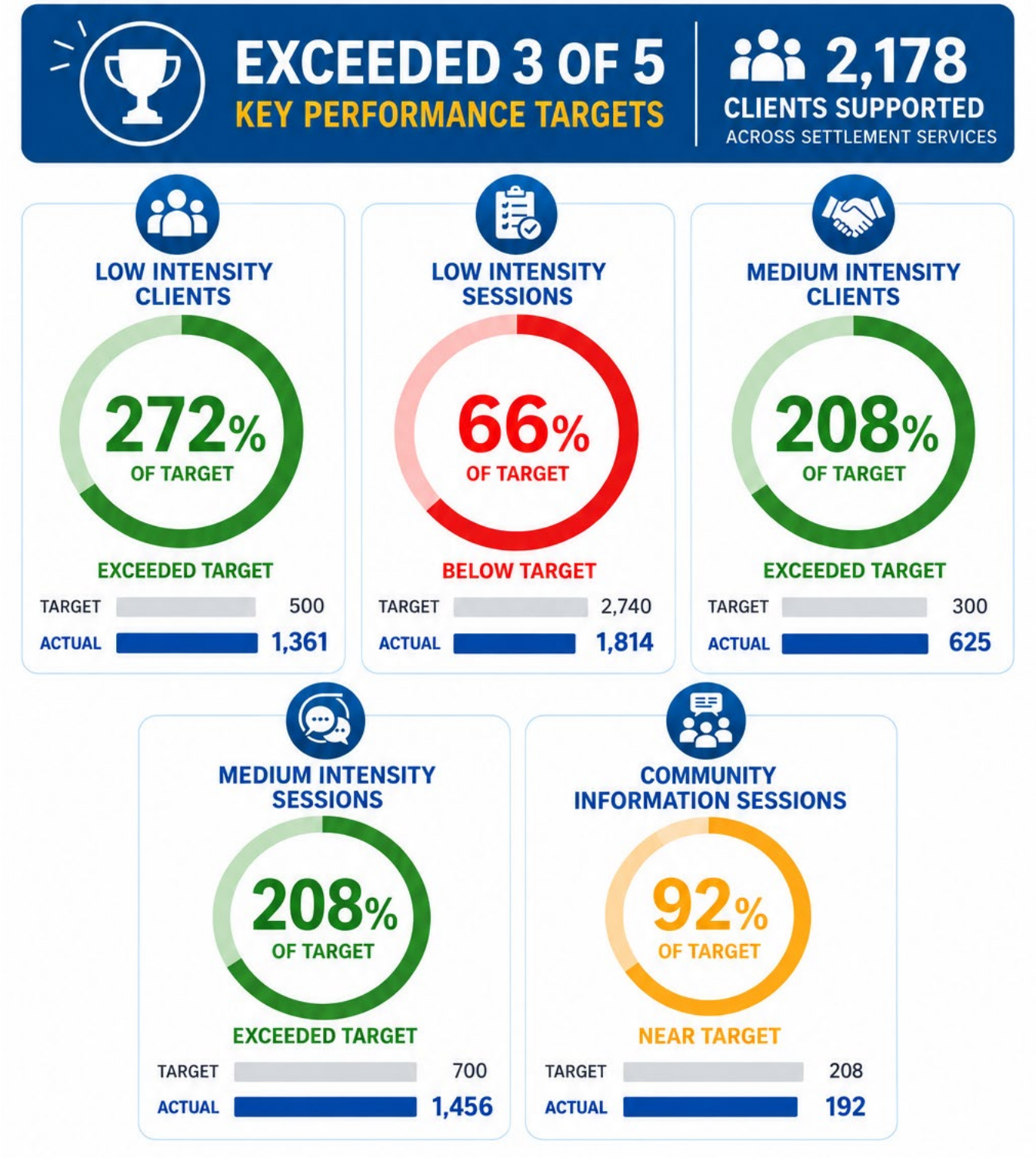


Outcome: Community voices are increasingly informing how MIC designs, reviews and improves its services.

PROGRAMS DELIVERED

SETS PROGRAM PERFORMANCE 2025-2026

Throughout 2025–2026, the Migrant Information Centre (Eastern Melbourne) continued to strengthen its role as a trusted, community-based organisation supporting migrants, refugees and culturally diverse communities across Melbourne's eastern region. Our focus remained on delivering accessible services, listening to our communities and building strong partnerships that create lasting impact.



OUR IMPACT 2025–2026 (continued)

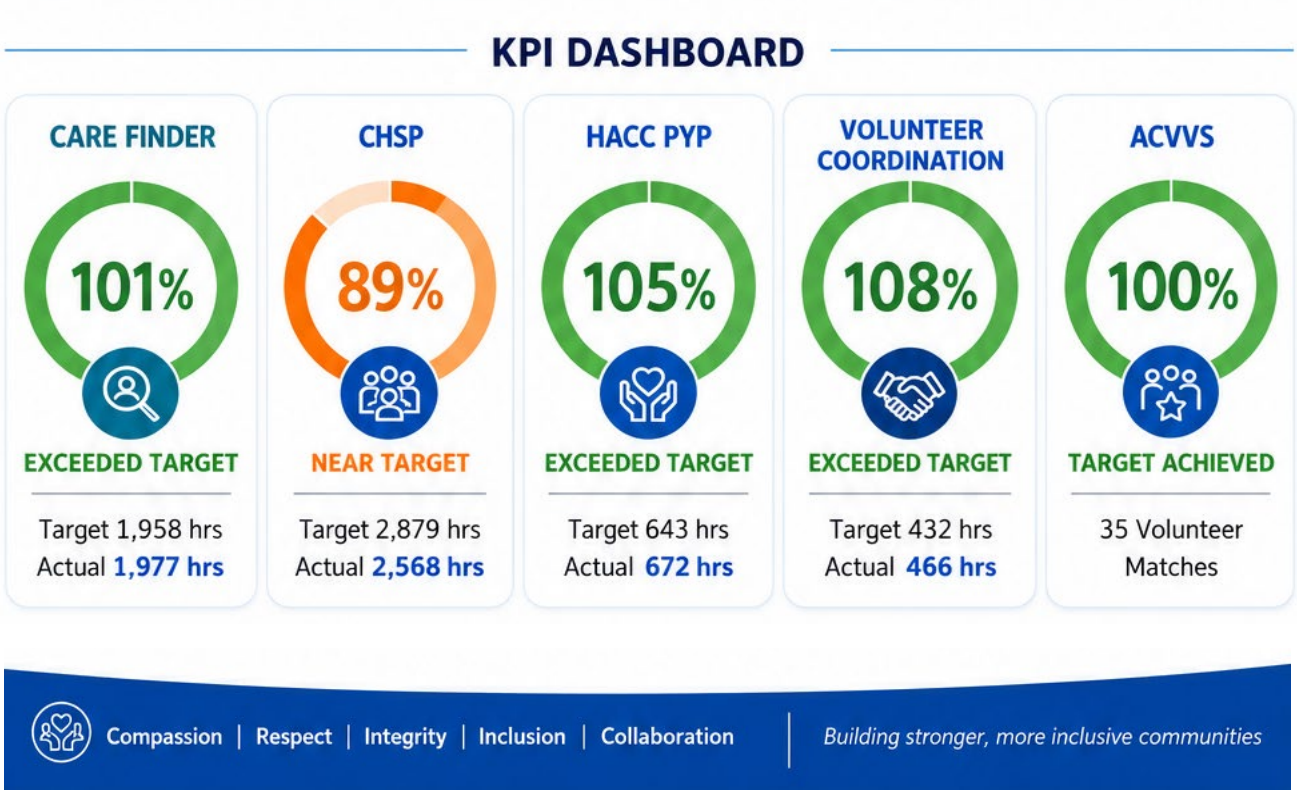
PROGRAMS DELIVERED

AGED AND DISABILITY PROGRAM DELIVERY OUTPUTS 2025-2026

Behind these numbers are people receiving practical assistance, social connection, information, advocacy and support to navigate complex service systems.

PROGRAM DELIVERY OUTPUTS (AGED & DISABILITY)

PROGRAM	MEASURE	TARGET	ACTUAL	ACHIEVEMENT
A&D Carefinder	Actual v Target (Hours)	1,958	1,977	101%
A&D CHSP	Actual v Target (Hours)	2,879	2,568	89%
A&D HACC PYP	Actual v Target (Hours)	643	672	105%
A&D HACC PYP Volunteer Coordination	Actual v Target (Hours)	432	466	108%
A&D ACVVS	Actual v Target (Matches)	35	35	100%



Outcome: MIC met or exceeded targets across four of its five key Aged and Disability service areas.

PROGRAMS DELIVERED

STRENGTHENING QUALITY, GOVERNANCE AND SERVICE EXCELLENCE

Our work included strengthening risk management and governance frameworks, reviewing policies and delegations, improving financial and workforce systems, strengthening data and performance reporting, and embedding continuous improvement across programs.

Outcome: Stronger organisational systems are supporting greater accountability, consistency and quality across MIC services.



OUR IMPACT 2025–2026 (continued)

PROGRAMS DELIVERED

NEW PARTNERSHIPS, NEW IDEAS AND NEW OPPORTUNITIES

MIC expanded its partnerships and developed new initiatives responding to emerging community needs.During the year, this included new work in **family violence prevention, health promotion, digital inclusion, road safety, community capacity building and social enterprise**, alongside partnerships with government, universities, health services, local councils and community organisations.



Outcome: MIC broadened its reach beyond traditional service delivery, creating new opportunities for prevention, early intervention and community-led solutions.

OUTCOME SPOTLIGHT

– FROM CONSULTATION TO COMMUNITY VOICE



A key focus during 2025–2026 was strengthening the way community voices influence MIC's work.

Rather than engaging communities only when feedback is required, MIC has been working towards more structured and ongoing opportunities for people with lived experience, community leaders and emerging voices to contribute to service planning and organisational decision-making.

This work has included community consultations, client feedback, engagement with young people and culturally diverse communities, and planning for stronger community advisory mechanisms.

The goal is simple: **to move from delivering services for communities to increasingly designing and improving services with communities.**

STRONGER TOGETHER

PARTNERSHIPS IN ACTION 2025–2026

Collaboration enables MIC to extend its reach, bring specialist expertise together and create better outcomes for migrant and refugee communities. During 2025–2026, we strengthened partnerships across family violence, health, research, road safety, local government and essential services.

2025–2026 HIGHLIGHTS

CONNECTION. CONFIDENCE. PARTICIPATION. BELONGING.

Throughout 2025–2026, MIC supported migrant and refugee communities across Melbourne's eastern region through practical assistance, community-led programs and culturally responsive services. Our work focused not simply on delivering activities, but on helping people build **confidence, independence, connection and a stronger sense of belonging.**

1. Communities Connected and Celebrated

MIC created welcoming spaces where people could celebrate culture, strengthen relationships and build community connections.



150+ people came together during Refugee Week, while **130 women** participated in our International Women's Day celebration. Cultural and community events brought together people across generations and backgrounds through food, music, storytelling, information and shared experiences.

Impact: Stronger social connection, cultural identity and belonging.

2. Practical Support that Builds Independence

Sometimes the issues that make the greatest difference are the everyday ones.



Throughout the year, MIC supported newly arrived people to understand and **navigate housing, employment, finances, transport, citizenship, government services and Australian systems.** Community information sessions and individual support provided practical knowledge that people could use immediately.

Impact: People were better informed and more confident to navigate everyday life independently.

3. Building Digital Confidence

Digital inclusion emerged as an important area of MIC's work.



Our first Chinese Digital Literacy session supported **41 participants** to develop practical skills to access myGov and essential online services, with participants reporting that they gained valuable skills. Digital literacy activities were also delivered with Farsi-speaking women, combining practical learning with opportunities for connection.

Impact: Greater digital confidence and improved access to essential services.

4. Creating Opportunities for Young People



MIC provided young people with safe spaces to connect, learn and participate through homework support, recreation, Activities Nights, cultural activities and practical programs such as On Track.

Outreach to newly arrived students also helped young people and families connect with MIC early in their settlement journey.

Impact: Young people developed confidence, practical skills, friendships and stronger connections with their community.

5. Road Safety



MIC + TAC

A new road safety initiative focusing on passenger safety, child restraints and accessible road-rule information for migrant and refugee communities.

Outcome: Practical safety information reaching communities in culturally and linguistically appropriate ways.

PARTNERSHIP SPOTLIGHT

TOGETHER WITH FVREE AND ECASA, WE ARE WORKING TOWARDS SAFER COMMUNITIES

MIC has built a strong and valued partnership with **FVREE and ECASA**, bringing together specialist family and sexual violence expertise with MIC's trusted relationships and cultural knowledge of migrant and refugee communities. Throughout 2025–2026, the organisations worked closely with MIC's Settlement and Aged and Disability teams to build staff capability, strengthen referral pathways and develop culturally responsive approaches to prevention and early intervention. Importantly, the partnership extended beyond staff development to working directly alongside communities to explore innovative ways of discussing family violence, sexual violence, consent, respectful relationships and help-seeking. By combining specialist expertise with MIC's community connections and understanding of emerging communities, the partnership is helping make prevention messages more accessible, culturally relevant and meaningful, while building community confidence to have conversations about issues that can often be difficult to discuss.



ADVOCACY



INFLUENCE SPOTLIGHT

– A CONVERSATION LEADING TO CHANGE

A powerful example of influence came through MIC's work with emerging communities on **family and sexual violence prevention and consent.**

Working with specialist partners and community members, MIC created culturally safe opportunities to discuss subjects that can be difficult to raise openly. Community conversations helped identify where mainstream messages did not always translate easily across language, culture and lived experience.

Rather than simply delivering existing information, **we listened and adapted our approach**. This contributed to culturally appropriate education and resources, including consent information in community language, and strengthened the confidence of staff and community members to continue these conversations.

It may represent a small change, but it demonstrates an important principle behind MIC's advocacy:

Influence begins with listening. When community voices change the way information is designed, delivered or understood, change has already begun.

ADVOCACY (continued)

We lead and support our community to have a voice

OUR VOICE, OUR INFLUENCE

MIC's role extends beyond delivering services. We use the experiences of migrant and refugee communities, together with the knowledge of our staff and partners, to **inform policy, influence service systems, raise awareness and advocate for more inclusive responses.**

Executive Highlights

Policy & System Reform
Contributed to policy discussions and reforms across key sectors.

Strategic Collaborations
Partnered with government, peak bodies and sector leaders to drive change.

Community Voice
Amplified the voice of communities to influence decisions that impact their lives.

2025–2026 Key Achievements



Contributions to policy, consultation and reform processes

Meetings with government, agencies and sector partners

Active participation in advisory groups and committees

Community-led discussions to inform policy priorities

Evidence-based reports and briefs produced

Our Impact

- Influenced policy decisions that promote equity, inclusion and access.
- Strengthened community participation in decision-making.
- Contributed to systemic improvements in services and programs.
- Enhanced collaboration between communities, government and service providers.

> "MIC continues to be a strong voice for our communities, bringing people together and advocating for real change that makes a difference."
>
> **Community Partner**

Looking Ahead

We remain committed to advocating for a fairer, more inclusive and equitable society where everyone can thrive.

Stronger Voices. Stronger Communities. Stronger Change.


WORKSHOP FOR YOUNG PEOPLE AGED 14-25
MIGRANT INFORMATION CENTRE eastern melbourne
Making Money Moves
Supported by Services Australia
Australian Government
Services Australia
REGISTER NOW
LEARN HOW MONEY SUPPORT WORKS IN AUSTRALIA, WITHOUT THE JARGON.
A financial information session for young people to understand Australia's welfare system and the financial support available to you.
WHAT TO EXPECT FROM THE WORKSHOP
How Australia's welfare system can help you
What financial support you may be able to get
How to access services and with confidence
HAVE A QUESTION?
Scan here to ask a question before the workshop (optional)
MIGRANT INFORMATION CENTRE EASTERN
Australian Government Department of Home Affairs
Funded by the Australian Government Department of Home Affairs through the Settlement Engagement and Transition Support program.


MIGRANT INFORMATION CENTRE eastern melbourne
Migrant Information Centre
Living in Australia
Face to face program for the Hakha Chin speaking communities
Hakha Chin holh a hmangmi hna caah hmaitonh in cawnnak
JOIN OUR 5-WEEK PROGRAM DESIGNED TO HELP YOU BETTER UNDERSTAND AUSTRALIAN CULTURE, CITIZENSHIP, DEMOCRACY AND MULTICULTURALISM.
WHEN
Every Thursday
5 March – 2 April 2026
5:00 – 7:30pm
WHERE
Victorian Chin Baptist Church
55-57 Lusher Road, Croydon 3136
REGISTER
Please contact Lian or Tial
0432 221 810 or 0421 622 440
ldhmung@miceastmelb.com.au
AUSTRALIA RAMMI SI KHAWH NAKDING AH AUSTRALIA RAM, NUNPHUNG, ZAUKPHUNG LE COZAH KONG CAWNNAK, ZARH NGA CHUNG, NILINI FATIN KAN NGEI LAI.
A CAAN
Nilini fatin
5 March – 2 April 2026
5:00 – 7:30pm
A HMUN
Victorian Chin Baptist Church
55-57 Lusher Road, Croydon 3136
MIN PEKNAK
Lian le Tial sinah
0432 221 810 or 0421 622 440
ldhmung@miceastmelb.com.au
Australian Government Department of Home Affairs
Funded by the Australian Government Department of Home Affairs through the Settlement Engagement and Transition Support program.

ADVOCACY (continued)

DURING 2025–2026, OUR INFLUENCE TOOK MANY FORMS:

Bringing Community Voices to Decision-Makers

MIC engaged with government, local councils, service providers and sector partners to highlight emerging issues affecting migrant and refugee communities. Our advocacy was informed by frontline service delivery, community consultations, client feedback and the experiences shared directly with us by communities.





Contributing to Policy and Sector Conversations

MIC contributed to policy consultations and sector discussions on issues affecting culturally diverse communities. Our focus was on ensuring that policy development recognises the particular barriers experienced by newly arrived and emerging communities and that their voices are represented in decisions that affect them.

Community Education that Builds Confidence

Information and education sessions created safe and culturally responsive opportunities to discuss issues including **family and sexual violence, consent, housing and tenancy, employment rights, financial literacy, road safety, health, digital inclusion and navigating Australian service systems.**

Working alongside specialist partners enabled complex information to be translated into practical messages that communities could understand, discuss and use.



Influencing Through Research and Collaboration

MIC contributed community knowledge and lived-experience perspectives to research and collaborative initiatives, including work with universities and health services. Our role helps ensure that research and service design are informed by the realities of culturally diverse communities rather than developed without their participation.





Sharing Knowledge and Raising Awareness

MIC representatives contributed to forums, presentations, community events and sector conversations throughout the year. These opportunities enabled us to share what we are learning from communities, highlight barriers to equitable access and demonstrate the value of culturally responsive and community-led approaches.

Developing Resources with Communities

MIC continued to develop and adapt culturally and linguistically appropriate information and resources. This included prevention and education material designed to make complex or sensitive topics more accessible to emerging communities.



ORGANISATIONAL CAPACITY

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









ORGANISATIONAL CAPACITY (continued)

BUILDING A STRONGER ORGANISATION

Strengthening our capacity to deliver better community outcomes

During 2025–2026, MIC continued to invest in its people, systems, governance and organisational capability. These investments are not simply internal improvements—they strengthen our ability to provide **safe, responsive, culturally appropriate and sustainable services** to migrant and refugee communities.





A Diverse and Community-Connected Workforce

One of MIC's greatest strengths is our culturally and linguistically diverse workforce and volunteer base. Staff and volunteers bring language skills, cultural knowledge, professional expertise and lived experience that help build trust and make services more accessible.

MIC also continued to support **student placements,** providing emerging practitioners with experience in culturally responsive community practice while bringing new ideas, skills and additional capacity into our programs.

Impact: Communities can engage with people who understand their language, culture and settlement experience, helping reduce barriers to accessing support.

Investing in Our People



Professional development, supervision, team planning and opportunities for cross-program learning strengthened staff knowledge and practice. Particular attention was given to building capability in areas including family and sexual violence, safeguarding, compliance, risk, culturally responsive practice and emerging community needs.

Staff wellbeing also remained important, recognising that a supported workforce is fundamental to delivering safe and consistent services.

Impact: A more skilled and supported workforce is better equipped to respond confidently to increasingly complex client and community needs.



Better Systems, Better Services

MIC continued its digital and systems improvement journey, strengthening HR, payroll, finance, data management, communication and reporting systems. Improved processes are supporting clearer accountability, more timely information and stronger monitoring of program performance.

Impact: Less reliance on manual processes and stronger information systems enable staff to focus more effectively on clients, communities and service quality.

ORGANISATIONAL CAPACITY (continued)

BUILDING A STRONGER ORGANISATION

Strengthening Governance and Quality

During the year, MIC strengthened its governance, risk and quality frameworks through policy reviews, clearer delegations, enhanced risk registers, improved compliance monitoring and stronger Board and management reporting.

Continuous improvement is increasingly embedded across programs, supported by client feedback, service data, quality requirements and staff reflection.

Impact: Strong governance and quality systems help ensure that community services remain safe, accountable, consistent and responsive.





Building Financial Sustainability

MIC strengthened financial oversight, budgeting and program-level accountability while continuing to diversify partnerships and pursue new funding opportunities.

Improved financial information and oversight are helping MIC better understand the true cost of services, monitor program sustainability and direct resources where they can achieve the greatest impact.

Impact: Stronger financial management supports MIC's capacity to remain sustainable and continue responding to changing community needs.

Organisational Development Spotlight
Cultural capability starts with our people

MIC's bilingual and bicultural staff and volunteers are more than an organisational resource—they are an important bridge between communities and services.

Their language skills, cultural understanding and trusted relationships help people explain complex needs, understand unfamiliar systems and participate in programs that may otherwise feel inaccessible.

By combining this community knowledge with professional development, specialist partnerships and stronger organisational systems, MIC is building a workforce that can respond to emerging needs while maintaining quality and accountability.

When we strengthen our people and systems, we strengthen the services and experiences of the communities we support.



STORIES OF IMPACT

FOUR PERSPECTIVES. FOUR STORIES. ONE SHARED PURPOSE.

Behind every program, partnership and statistic is a person. These snapshots show how MIC creates change through **practical support, human connection, community engagement and collaboration.**



CLIENT

Persistence Creates Independence

After an initial NDIS application was unsuccessful, MIC continued to support a woman experiencing significant health and mobility challenges.

Over **18 months**, culturally responsive advocacy, home visits and practical assistance helped her navigate the disability support system. She ultimately received an NDIS plan and was connected with support coordination, counselling and home supports.

IMPACT ▶ Greater independence, safety and access to the right support.



VOLUNTEER

A Shared Passion Creates Connection

Through MIC's aged care program, an older person experiencing loneliness was matched with a volunteer for regular visits. Conversations, shared stories and enjoyable activities offered companionship and something to look forward to. Their growing connection helped the participant feel heard, valued and supported. Volunteers play a vital role in creating these relationships, contributing to less isolation, improved wellbeing and meaningful human connection, while strengthening older people's sense of belonging within their community.

IMPACT ▶ Less isolation, improved wellbeing and meaningful human connection.

ONE ORGANISATION. MANY WAYS TO MAKE A DIFFERENCE.

Impact happens in different ways — helping someone navigate a complex system, creating a meaningful friendship, starting an important community conversation, or giving staff and partners the capability to respond when it matters.



COMMUNITY

Starting an Important Conversation

MIC's first Hakha Chin community session on **consent and respectful relationships** created a culturally safe environment to discuss issues that can be difficult to talk about.

Using everyday scenarios, participants explored consent, personal rights, power and healthy boundaries. The conversations demonstrated increased understanding, while community leaders reported greater confidence in connecting people with specialist services when needed.

IMPACT ▶ Greater knowledge, confidence and community capacity to continue important conversations.



STAFF + PARTNERS

Capability That Creates Change

Through the **Working Together Project**, specialist family violence training strengthened the capability of MIC staff and volunteers to recognise and respond to risk.

This learning translated into action when a trained volunteer recognised safety concerns affecting an older culturally diverse woman. MIC staff, bicultural workers and specialist services worked together to assess risk, develop a safety plan and connect her with appropriate support. The woman subsequently reported feeling safer, supported and understood.

IMPACT ▶ Stronger capability enabled earlier identification, coordinated support and improved safety.

MIC's impact is not only what we deliver. It is what changes for people, communities and the systems around them.

OUR STAFF, VOLUNTEERS AND STUDENTS ON PLACEMENT



STAFF

Amanullah Karimi
Andrea Gonzalez
Virginie Mindiel
Asta Lam
Champa Wattegamage
Cin Sian Hung
(Mary) Zahlang
Claire Connell
Connie Lau
Daniel Lian
Darcy Cole
Deedar KHUDAIDAD
Dennis Chew
Esera Maung
Fiona Scoullar
Godette McGregor
Habib Ullah
Hiva Afravi
Houra Zare Lavassani
Judy Zhu
Juliet Noonan
Kelly Leventis
Krishani Dassanayake
Lian Ding HMUNG
Linda Tan
Lucy Rose Guy
Man Hung Elisa Yeung
Marguerite TON
Melody Yan
Merlin Philip
Michal Cohen
Morry Sui Tin Tlem Tlanglian
Nidhi Khanna
Oi Yan Tang
Pannamy Touch
Pinar Tankir
Rachel Foster
Rachna Muddagouni
Rebecca Chauvin
Reza Kermani
Ricky Cao
Ritu Sharma
Safieh Loulagar
Sawm Suante
Scot McPhail
Sharmila Arunan
Shola Kanu
Siddhartha Bindra
Sophie McKenzie
Tial Hnem
Ting Yan
Vritika Sharma
Wesley Bawia
Xiang Amber HUANG
Yan Man (Mandy) Chan
Yuli LIANG
Zang Kho Khai HAU KIP
Zhaohua CHANG
Zhenni Jiang
Ziying (Alice) Xu

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

VOLUNTEERS

Hongbing Chang
Youyun Dang
He He
Zhenni Jiang
Wing Cheong Kan
Mingming Li
Zhen Liang
Kai Lin
Anuja Rajan
Bruce Robb
Wing Hung So
Kham Pum Thang
Ki Tjhim
Anh Vu
Ming Wei Wong
Siu Chun Yeung
Shuangyan Cao
Lucy Grace Singh
Yanfei Liang
Morry Tlanglian
Pema Zhao
Lewis Zhao
Jodie Tang
Raya Nahi
Jeffrey Sing
Lin Hua Wu
Lal Ri Mawi Hniarum
Paulina Japardy
Terry Brosnan
Ross Bowlby
Joseph Lee
Lingling Cai
Hyo Jin Choi
Vrushabh Jain Anil Kumar
Pingping Chen
Maddison Morris
Tse Pang
Azadeh Kheradmand Bayat
Yetan Ruan
Jeff Yung Chun Chung
Matthew James Brazil
Arvinder Nanra
Yim Ping (Heidi) Cheung
Elizabeth Njoku
Andrew Menon
Matthew Wong
Qian Huang
Pushparani Paramarajah
Jinhu Wei
Susannah Mary Garcia
Ren Li
Thurai Das M Thuraisingham
Yunlan Zhang
Hong (Jack) Kuai
ChunYao Yu
Ming Xu
Dongfang (Catherine) Wang
Li Yu Chen
Hwang Ling Fanny Chan

Volunteers supported ACVVS, HACC PYP, Playgroup, Homework Support, Digital Learning, office work, MIC events.

STUDENTS ON PLACEMENT LIST

Student Name	Uni	Education
Talha Yaseen	Acknowledge Education	Social Work
Joan Nakaliika	Acknowledge Education	Social Work
Hashani Siriwardhana	Acknowledge Education	Social Work
Ziying (Alice) Xu	Monash	Social Work
Claire Ndiema	Acknowledge Education	Social Work
Muskan Chauhan	Monash	Social Work
Zhuo Wang	Melbourne	Social Work
Albin Salju	Acknowledge Education	Social Work
Sharan Kaur	Acknowledge Education	Social Work
Brian Kosgey	Acknowledge Education	Social Work
Shivani Rawat	Monash	Social Work
Jessica Chehada	University Of Wollongong	Masters Of Health Promotion
Joyce Oi Yan Tang	Charles Sturt University	Social Work
Gao (Kate) Yang	Melbourne University	Social Work
Cyril Siby	Box Hill Institute Of Tafe	Bachelor Of Community Services

FINANCIAL STATEMENTS

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED

ABN 27 084 251 669

SPECIAL PURPOSE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2026

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
SPECIAL PURPOSE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2026

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MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
DIRECTORS' REPORT

Your directors present this report together with the financial statements of Migrant Information Centre (Eastern Melbourne) Limited ("the Company") for the year ended 30 June 2026 and the Independent Audit Report thereon.

Directors Details

The following persons were directors of the Company during or since the end of the financial year.

Ms Lisa Dean
Board Chair
Appointed 2019

Lisa has extensive experience across the housing and homelessness, community care and aged care sectors, with a strong focus on service quality, workforce capability and continuous improvement. Drawing on a background in training, quality improvement and service development, Lisa has supported community aged care providers to strengthen practice, meet evolving regulatory and quality requirements, and deliver person-centred services. Lisa is particularly committed to ensuring people have equitable access to inclusive services that respect and respond to their individual preferences, beliefs, values and needs.

Ms Nicole Barwick
FRAC Chairperson
Appointed 2023

Nicole has worked in the health sector for more than 20 years' and is passionate about community health and health eq uity. She is an experienced non-executive director and chair specialising in strategy, optimising the customer experience and risk & financial management. Nicole serves on a number of not for profit and public sector Boards and Committees in the areas of health, community, migration and water. She is the Deputy Chair of the Migrant Information Centre Board and the Chair of several Finance and Audit committees. 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.

Ms Melinda Martin
Secretary/Fund Raising Committee Chair
Appointed 2025

Melinda Martin is a Melbourne-based arts leader with more than 20 years' experience across public, government and commercial settings. She is currently the Creative Programming Lead at the City of Melbourne, where she leads the development and delivery of inclusive, contemporary creative programming that connects artists, communities and audiences across the city. A strategic thinker with strong business acumen and a creative approach, Melinda has held senior leadership roles across the cultural sector, including CEO of Shepparton Art Museum and Linden New Art.

Melinda holds a Bachelor of Arts (Hons) and Master of Fine Art & Cinema Studies from The University of Melbourne, and a Postgraduate Certificate in Museum Studies from Deakin University. She is also a graduate of the Women in Leadership Program at Melbourne Business School. Melinda grew up in the City of Whitehorse and has strong family ties to the area.

Ms Naomi Kim
Board Director
Appointed 2023

Naomi is a risk and assurance leader with over 18 years of experience spanning Australia, Hong Kong, and Singapore. She is currently the Head of Internal Audit in the financial services industry, and also serves on the Boards of Financial Counselling Victoria and Migrant Information Centre (Eastern). She is an advocate for financial wellbeing for the vulnerable, and having been raised in a migrant family, has a passion for the successful settlement of migrants in Australia. Naomi has strong ties to the Manningham and Whitehorse communities where her family has lived for over 20 years.

Mr Edmond Wong
Board Director
Appointed 2024

Edmond is an experienced executive leader with over 30 years' experience across primary health care, aged care and NDIS disability services in both not-for-profit and commercial organisations. With a clinical background in physiotherapy, he has held senior leadership roles overseeing complex operations, diverse funding environments and multidisciplinary teams. Edmond brings his experience in strategic growth, service innovation, digital transformation and q uality improvement, with a strong commitment to delivering sustainable, client-centred outcomes that enhance community wellbeing.

Directors Details (Continued)

Mr Vinod Vijayan
Board Director/Governance Committee Chair
Appointed 2023

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.

Mr Kai Leung
Board Director
Appointed 2014

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.

Mr Grant Davis
Board Director
Appointed 2025

Grant is a highly accomplished Registered Nurse with a Master of Business Administration and more than 25 years of experience in the aged care sector and community health. He combines clinical expertise with strategic insight to lead policy development and drive high standards in quality aged care service delivery. His expertise in aligning clinical practice with legislative and accreditation requirements has made him a trusted advisor to executive teams and service providers alike. With a strong background in policy development and process optimization, Grant is committed to driving impactful initiatives that support organisational growth and sustainability. Grant is passionate about contributing to a sustainable, safe, and compassionate aged care sector. His dual qualifications in nursing and business uniquely position him to influence positive change, ensuring older Australians receive high-quality, respectful, and responsive care.

Ms Rachna Muddagouni
Chief Executive Officer
Appointed September 2024

Rachna Muddagouni has been appointed as the CEO, in September 2024. With over 25 years of leadership and management experience across the legal, health, public sector, and community sectors, Rachna has dedicated her career to supporting and empowering disadvantaged and marginalized communities. Rachna's academic qualifications include doctorate (fellowship), a MBA, a master's in public policy and a Graduate of the Australian Institute of Company Directors (GAICD) credential. She also holds certifications in accreditation(quality), mediation, leadership, and facilitation. Her commitment to promoting social inclusion, equity, and diversity underscores her leadership approach. Rachna is non-voting member of the Board.

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.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
DIRECTORS' REPORT

Review of Operations

The net surplus of the company for the year ended 30 June 2026 amounted to $148,325 (2025: $124,256 - Surplus).

Significant Changes in State of Affairs

No matters of 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.

Strategies 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 CALO 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	Serivce 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, .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) LIMITED
ABN 27 084 251 669
DIRECTORS' REPORT

Meetings of Directors

During the year, 8 meetings of directors were held. Attendances by each director were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Ms Lisa Dean	**8**	**8**
Ms Nicole Barwick	**8**	**7**
Ms Melinda Martin	**8**	**8**
Ms Naomi Kim	8	7
Mr Edmond Wong	8	8
Mr Vinod Vijayan	8	7
Mr Kai Leung	**8**	**8**
Mr Grant Davis	8	8

Members' Contribution on Winding Up

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of $10 each towards meeting any outstanding obligations of the company. On 30th June 2026, the number of members was 8 (2025:8).

As at 30 June 2026, the total amount that members of the company are liable to contribute if the company is wound up is $80 (2025: $80).

Significant Changes in State of Affairs

No matter has evolved since 30 June 2026 that has significantly affected, or may significantly affect:
(a) the entity's operations in future financial years, or
(b) the results of those operations in future financial years, or
(c) the entity's state of affairs in future financial years.

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.

Auditor's Independence Declaration

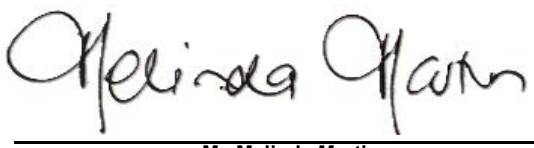
A copy of the auditor's independence declaration as required under section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 is included in page 5 of this financial report and forms part of the Director's Report.

Signed in accordance with a resolution of the Board of Directors



Board Chairperson

Ms Lisa Dean



Board Secretary

Ms Melinda Martin

Dated this **22nd** day of October 2026

TOWARDS A VISION SHARED

Collins & Co Audit Pty Ltd
127 Paisley Street
Footscray VIC 3011
Australia
Phone (03) 9680 1000
Fax (03) 9689 6605
www.collinsco.com.au

AUDITOR'S INDEPENDENCE DECLARATION
TO THE DIRECTORS OF
MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669

I declare that to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2026 there has been:

i. No contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-Profits Commission Act 2012 in relation to the audit; and

ii. No contravention of any applicable code of professional conduct in relation to the audit.

Frederik Ryk Ludolf Eksteen CA
ASIC Auditor Registration Number 421448

Collins & Co Audit Pty Ltd
127 Paisley Street
FOOTSCRAY VIC 3011

Dated this 28th day of October 2026

Liability limited by a scheme approved under Professional Standards Legislation
ABN 33 614 161 796

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 $	2025 $
REVENUE FROM ORDINARY ACTIVITIES			
Department of Home Affairs (DHAF)		2,155,736	2,032,702
Cybersecurity Grant (DHAF)		10,000	15,000
Department of Health		332,295	317,637
Department of Health, Disability and Ageing		312,008	168,212
Department of Family, Fairness and Housing		166,131	202,726
Settlement Council Australia		-	12,000
City of Monash		55,000	55,000
Care Finder- Eastern Health		269,809	157,610
City of Maroondah		824	-
Be Connected Foundation		10,200	5,000
NADC-Australia Day Community Events Grant		-	10,000
Fee for Service Migration		82,419	12,554
Multicultural Festivals- Harmony in Togetherness		-	5,000
Vic Roads		16,189	9,831
Yarra Ranges Council		-	10,650
Grant - Carers Victoria		-	25,000
Donations and Fundraising		2,295	11,714
Interest Received		33,771	19,922
Profit on Disposal of Property, Plant and Equipment		25,300	-
Other income		38,832	29,095
TOTAL REVENUE		**3,510,809**	**3,099,653**
EXPENDITURE			
Employee Benefits Expense			
Professional Development		9,347	12,413
Recruitment costs		5,953	6,563
Superannuation contributions		332,731	291,017
Wages & Salaries		2,464,504	2,278,890
Annual leave		23,195	56,175
Long service leave		(13,876)	(58,229)
Workers compensation		31,704	41,310
Total Employee Benefits Expenses		**2,853,558**	**2,628,139**
Depreciation and Amortisation Expenses		**80,344**	**37,309**

The statement of profit or loss and other comprehensive incomeis to be read in conjunction with the audit report and the notes to the financial statements.

FINANCIAL STATEMENTS (continued)

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 $	2025 $
EXPENDITURE			
Other Expenses from Ordinary Activities			
Accounting fees		26,750	-
Audit fees		9,950	7,750
Bank charges		544	711
Finance leases		2,642	2,229
Board expenses		3,128	7,014
Catering/Refreshments		41,322	30,839
Computer expenses		83,813	67,717
Dues & Subscriptions		58,338	10,569
Facilitators/Speakers Payment		557	1,159
Insurance		12,491	3,032
Motor vehicle expenses		5,892	7,478
Office equipment		3,557	9
Other operating expenses		75,334	50,976
Photocopier expense		4,131	3,338
Postage		769	1,085
Rental Outgoings		10,022	41,244
Service Delivery - Interpreting & Translating		16,851	29,197
Service Delivery - Direct Client Support		3,989	1,814
Service Delivery - Printing		7,564	2,588
Stationery		9,260	5,973
Telephone and fax		21,384	17,853
Transport Subsidies/Expenses		6,635	5,315
Venue Hire		23,659	12,059
Total Other Expenses from Ordinary Activities		**428,582**	**309,949**
TOTAL EXPENDITURE		**3,362,484**	**2,975,397**
NET SURPLUS/(DEFICIT) ATTRIBUTABLE TO THE COMPANY		**148,325**	**124,256**

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2026

	2026 $	2025 $
NET SURPLUS/(DEFICIT) FOR THE YEAR	**148,325**	**124,256**
Other Comprehensive Income for the Year	-	-
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)
Total Comprehensive Income for the Year	-	10,115
NET SURPLUS/(DEFICIT) ATTRIBUTABLE TO THE ASSOCIATION	**148,325**	**134,371**

The statement of profit or loss and other comprehensive incomeis to be read in conjunction with the audit report and the notes to the financial statements.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2026

		2026 $	2025 $
CURRENT ASSETS			
Cash and cash equivalents	**2**	1,055,494	1,156,434
Accounts and other receivables	**3**	25,729	27,204
Other financial assets	**4**	362,682	328,631
TOTAL CURRENT ASSETS		**1,443,905**	**1,512,269**
NON-CURRENT ASSETS			
Property, plant and equipment	**5**	97,535	21,361
Right-of-use assets	**6**	31,740	95,221
TOTAL NON-CURRENT ASSETS		**129,275**	**116,582**
TOTAL ASSETS		**1,573,180**	**1,628,851**
CURRENT LIABILITIES			
Accounts and other payables	**7**	102,627	204,400
Lease liabilities	**6**	33,003	63,462
Employee benefits	**8**	249,312	209,416
Other financial liabilities	**9**	363,715	442,372
TOTAL CURRENT LIABILITIES		**748,657**	**919,650**
NON-CURRENT LIABILITIES			
Lease Liabilities	**6**	-	33,003
TOTAL NON-CURRENT LIABILITIES		**-**	**33,003**
TOTAL LIABILITIES		**748,657**	**952,653**
NET ASSETS		**824,523**	**676,198**
EQUITY			
Accumulated funds		824,523	676,198
TOTAL EQUITY		**824,523**	**676,198**

The statement of financial position is to be read in conjunction with the audit report and the notes to the financial statements.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2026

	Accumulated funds $	Total $
Balance as at 1 July 2024	**541,827**	**541,827**
Surplus/(deficit) attributable to the Company	124,256	124,256
Total other comprehensive income for the period	10,115	10,115
Balance as at 30 June 2025	**676,198**	**676,198**
Surplus/(deficit) attributable to the Company	148,325	148,325
Total other comprehensive income for the period	-	-
Balance as at 30 June 2026	**824,523**	**824,523**

The statement of changes in equity is to be read in conjunction with the audit report and the notes to the financial statements.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 $	2025 $
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from partners and customers		3,251,010	3,411,371
Receipts from other sources		123,546	53,363
Payments to employees and suppliers		(3,378,068)	(3,190,359)
Interest received		33,771	19,922
Net cash generated from/(used in) operating activities	**10**	**30,259**	**294,297**
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(93,037)	(25,007)
Proceeds from disposal of property, plant and equipment		25,300	-
Net cash (used in)/provided by investing activities		**(67,737)**	**(25,007)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of lease liabilities		(63,462)	(30,496)
Net cash used in financing activities		**(63,462)**	**(30,496)**
Net increase/(decrease) in cash held		(100,940)	238,794
Cash and cash equivalents at beginning of financial year		1,156,434	917,640
Cash and cash equivalents at end of financial year	**2**	**1,055,494**	**1,156,434**

The statement of cash flows is to be read in conjunction
with the audit report and the notes to the financial statements.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2026

Note 1. Statement of Significant Accounting Policies

The financial report covers Migrant Information Centre (Eastern Melbourne) Limited as an individual entity. Migrant Information Centre (Eastern Melbourne) Limited is a company limited by guarantee, incorporated and domiciled in Australia.

Basis of preparation

The directors have prepared the financial statements on the basis that the company is a non reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet with the requirements of the Australian Charities and Not for Profits Commission Act 2012. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not for Profits Commission Act* 2012, and the significant accounting policies disclosed below which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial report has been prepared on an accruals accounting basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following is a summary of the material accounting policies adopted by the company in the preparation of the general purpose financial report. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Policies

a. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less.

b. Income Tax

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

c. Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

d. Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is an indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is recognised in the income and expenditure statement.

Note 1. Statement of Significant Accounting Policies *(continued)*

e. Revenue

The main revenue streams for the Company are income from government grants, workshops, management fees and sponsorships. Government grants are recognised over time as the performance obligations are satisfied. The Company's activities are mainly supported by grants received from the federal, state and local governments.

Revenue is measured at the fair value of the consideration received or receivable.

Revenue is brought to account when received and to the extent that it relates to the subsequent period it is disclosed as a liability.

AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities

The Company applies Australian Accounting Standards AASB 15 and AASB 1058.

AASB 15 involves the use of a five-step recognition model for recognising revenue, the steps are:

Step 1 – Identify the contract with the customer
Step 2 – Identify the sufficiently specific performance obligations to be satisfied
Step 3 – Measure the expected consideration
Step 4 – Allocate that consideration to each of the performance obligations in the contract
Step 5 – Recognise revenue

AASB 1058 measures income by reference to the fair value of the asset received. The asset received, which could be a financial or non-financial asset, is initially measured at fair value when the consideration paid for the asset is significantly less than fair value, and that difference is principally to enable the entity to further its objectives. Otherwise, assets acquired are recognised at cost.

Where the asset has been measured at fair value, AASB 1058 requires that elements of other Accounting Standards are identified before accounting for the residual component. These standards are:

- AASB 15 Revenue from Contracts with Customers
- AASB 16 Leases
- AASB 137 Provisions, Contingent Liabilities & Contingent Assets
- AASB 9 Financial Instruments

Generally the timing of the payment for rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

Partnership and sponsorship revenue are recognised when received as there is no "sufficiently specific" promises for the Company to transfer goods or services to the customer or third-party beneficiaries.

Government grants are recognised as revenue when the Company obtains control over them, which is usually upon receipt of funds, as there is no "sufficiently specific" promises for the Company to transfer goods or services to the customer or third-party beneficiaries.

Other grants received are reviewed for any conditions associated with the grant. If there are sufficiently specific performance obligations, the revenue is recognised over time as the grant obligations to the grant are fulfilled.

Revenue from merchandise sales is recognised at the point in time when the goods are transferred. Receipt of cash and the transfer of goods usually occurs on the same day.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Donation income is recognised when the entity obtains control over the funds which is generally at the time of receipt.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax.

f. Goods and Services Tax (GST)

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

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

g. Property, plant and equipment

Plant and equipment are measured at cost less depreciation and any impairment losses.

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

In the event the carrying amount of plant and equipment is greater than the recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present.

Plant and equipment that have been contributed at no cost, or for nominal cost, are recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised lease assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

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

Class of Assets	Depreciation Rate	Depreciation Method
Office equipment	33.33%	Straight line
Motor vehicles	12.50%	Straight line

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

h. Leases

The Company has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognising a right-of-use asset and lease liability, the payments in relation to these are recognised as an expense in profit or loss on a straight-line basis over the lease term.

i. Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the Company becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

i. Financial Instruments (Continued)

Classification and subsequent measurement

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest expense to profit or loss over the relevant period. The effective interest rate is the internal rate of return of the financial asset or liability. That is, it is the rate that exactly discounts the estimated future cash flows through the expected life of the instrument to the net carrying amount at initial recognition.

Financial liabilities

Financial liabilities are subsequently measured at amortised cost or fair value through profit or loss.

A financial liability is measured at fair value through profit or loss if the financial liability is held for trading or initially designated as at fair value through profit or loss.

All other financial liabilities are subsequently measured at amortised cost using the effective interest method. A financial liability cannot be reclassified.

Financial assets

Financial assets are subsequently measured at fair value through profit and loss or amortised cost. Measurement is on the basis of two primary criteria:

- the contractual cash flow characteristics of the financial asset; and
- the business model for managing the financial asset

A financial asset that meets the following conditions is subsequently measured at amortised cost:

- the financial asset is managed solely to collect contractual cash flows; and
- the contractual terms within the financial asset give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding on specified dates.

By default, all other financial assets that do not meet the measurement conditions of amortised cost and fair value through other comprehensive income are subsequently measured at fair value through profit or loss.

Derecognition

Derecognition refers to the removal of a previously recognised financial asset or financial liability from the statement of financial position.

Derecognition of financial liabilities

A liability is derecognised when it is extinguished (i.e. when the obligation in the contract is discharged, cancelled or expires). The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss.

Derecognition of financial assets

A financial asset is derecognised when the holder's contractual rights to its cash flows expires, or the asset is transferred in such a way that all the risks and rewards of ownership are substantially transferred.

All the following criteria need to be satisfied for the derecognition of a financial asset:
- the right to receive cash flows from the asset has expired or been transferred;
- all risk and rewards of ownership of the asset have been substantially transferred; and
- the Entity no longer controls the asset (i.e. it has no practical ability to make unilateral decisions to sell the asset to a third party).

On derecognition of a financial asset measured at amortised cost, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in profit or loss.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2026

i. Financial Instruments (Continued)

Impairment

The Company recognises a loss allowance for expected credit losses on financial assets that are measured at amortised cost or fair value through other comprehensive income. Loss allowance is not recognised for financial assets measured at fair value through profit or loss. The entity uses the simplified approach to impairment, as applicable under AASB 9.

Simplified approach

The simplified approach does not require tracking of changes in credit risk at every reporting period, but instead requires the recognition of lifetime expected credit loss at all times. This approach is applicable to trade receivables.

Recognition of expected credit losses in financial statements

At each reporting date, the Company recognises the movement in the loss allowance as an impairment gain or loss in the statement of profit or loss and other comprehensive income. The carrying amount of financial assets measured at amortised cost includes the loss allowance relating to that asset.

j. Impairment of non-financial assets

At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair amount less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss.

Where it is not possible to estimate the recoverable amount of a class of asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

k. Employee benefits provisions

Short-term employee benefits

Provision is made for the Company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and annual leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

Based on past experience, the Company expects the full amount of the annual leave balance to be settled within the next 12 months. Further, these amounts must be classified as current liabilities since the Company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlements.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

Long-term employee benefits

The Company's obligations for long-term employee benefits relates to long service leave and are presented as non-current provisions in its statement of financial position, except where the Company does not have an unconditional right to defer settlement for at least 12 months after the reporting period, in which case the obligations are presented as current provisions.

l. Provisions

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

m. Comparative figures

Where required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

n. Adoption of new and revised accounting standards

The Company has adopted all standards which became effective for the first time at 31 December 2024, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

o. Critical accounting estimates and judgements

The directors evaluate the estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Entity.

Employee benefits provision

The liability for long service leave has been estimated using the assumptions as at year-end date. The estimate of the present value of the liability for long service leave takes into account attrition rates and pay increases through promotion and inflation. The estimate of future costs requires management's assessment of assumed salary growth rates, future on-cost rates and the experience of employee departures. The future costs are then discounted to present value in accordance with AASB 119.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2026

	2026 $	2025 $
Note 2. Cash and Cash Equivalents		
Cash at bank	1,055,494	1,156,434
	1,055,494	**1,156,434**
Reconciliation of cash		
Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:		
Cash and cash equivalents	1,055,494	1,156,434
	1,055,494	**1,156,434**
Note 3. Trade and Other Receivables		
Accounts receivables	2,200	27,204
Provision for doubtful debts	(2,200)	-
Other receivables	25,729	-
	25,729	**27,204**
Allowance for impairment losses		
Trade receivables are non-interest bearing and are generally on 30 day terms. A provision for impairment loss is recognised when there is objective evidence that an individual trade receivable is impaired. An anticipated impairment loss of $nil (2024: $nil) has been recognised by the Company in the current year. It is expected these balances will be received when due.		
Note 4. Other Financial Assets		
Current		
Term deposits (original maturity < 1 year)	362,682	328,631
	362,682	328,631
Note 5. Property, Plant and Equipment		
Computer equipment		
At cost	44,118	73,992
Accumulated depreciation	(15,344)	(52,631)
	28,774	21,361
Motor vehicles		
At cost	73,926	44,192
Accumulated depreciation	(5,165)	(44,192)
	68,761	-
Furniture & Fittings		
At cost	24,259	24,259
Accumulated depreciation	(24,259)	(24,259)
	-	-
Total property, plant and equipment	**97,535**	**21,361**

	2026 $	2025 $

Note 6. Right-of-use Assets

Leased Premises		
At cost	126,961	126,961
Accumulated amortisation	(95,221)	(31,740)
	31,740	95,221

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 $	> 5 Years $	Total Undiscounted Lease Liabilities $	Lease Liabilities Total $
2026					
Lease Liabilities	33,003	-	-	33,003	33,003
2025					
Lease Liabilities	63,462	33,003	-	96,465	96,465

	2026 $	2025 $

Statement of Surplus or Deficit and Other Comprehensive Income

The amounts recognised in the statement of surplus or deficit and other comprehensive income relating to interest expense on lease liabilities and short-term leases or leases of low value assets are

Interest expense on lease liabilities	2,642	2,229

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2026

	2026 $	2025 $
Note 7. Accounts Payable and Other Liabilities		
Current - unsecured		
Accounts payable	27,248	28,496
Accrued expenses	4,500	60,229
Credit cards	2,403	3,431
GST liability/(asset)	20,536	31,457
PAYG Withholding Tax payable	47,940	47,318
Superannuation payable	-	33,469
	102,627	**204,400**
Financial liabilities at amortised cost classified as trade and other payables		
Trade and other payables		
- Total current	102,627	204,400
- Total non-current	-	-
	102,627	204,400
Note 8. Employee Benefits		
Current		
Provision for annual leave	127,329	90,540
Provision for long service leave	121,983	118,876
	249,312	**209,416**
Total Provisions	**249,312**	**209,416**
Note 9. Other Financial Liabilities		
Current		
Income received in advance	363,715	442,372
	363,715	**442,372**
Note 10. Cash Flow Information		
Reconciliation of Cash Flow from Operations with Surplus/ (Loss) after Income Tax		
Operating surplus/(deficit)	148,325	124,256
Non-cash flows in profit		
Depreciation of non-current assets	80,344	37,309
Profit on Disposal of Property, Plant and Equipment	(25,300)	-
Prior Year adjustments	-	10,115
Changes in assets and liabilities		
(Increase)/decrease in trade and other receivables	1,475	40,236
(Increase)/decrease in other assets	(34,051)	(8,631)
Increase/(decrease) in accounts and other payables	(101,773)	(67,370)
Increase/(decrease) in income received in advance	(78,657)	344,767
Increase/(decrease) in employee benefits	39,896	(186,385)
Cash flow from operations	30,259	294,297

	2026 $	2025 $

Note 11. Contingent Liabilities

In the opinion of the Board, the Company did not have any contingencies at 30 June 2026 (30 June 2025: None).

Note 12. Capital Commitments

In the opinion of the Board, there are no capital commitments in 2027 or 2026 financial years.

Note 13. 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 2026 the number of members was 7 (2025: 20).

Note 14. Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is:	173,254	154,948

Note 15. Auditors' Remuneration

Remuneration of the auditor, Collins & Co Audit Pty Ltd, for:		
- auditing the financial statements	6,000	-
Remuneration of the auditor, Postan Miller and Associates Pty Ltd, for:		
- auditing the financial statements	-	7,500
	6,000	7,500

Note 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.

Note 17. Related Party Transactions

The Board of Management act in an honorary capacity and are not paid for their services as Board Members.

There were no transactions with related parties during the 2026 year.

Note 18. 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

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
DIRECTORS' DECLARATION

The Board has determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board, the financial report as set out on pages 6 to 20, satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and:

1 a. comply with Australian Accounting Standards applicable to the association; and

b. give a true and fair view of the financial position of Migrant Information Centre (Eastern Melbourne) Limited as at 30 June 2026 and its

2 At the date of this statement, there are reasonable grounds to believe that Migrant Information Centre (Eastern Melbourne) Limited will be able to pay its debts as and when they fall due.

This declaration is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2022.



Board Chairperson

Ms Lisa Dean



Board Secretary

Ms Melinda Martin

Dated this 22 October day of 2026

TOWARDS A VISION SHARED

Collins & Co Audit Pty Ltd
127 Paisley Street
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MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) LIMITED
ABN 27 084 251 669
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Opinion
I have audited the accompanying financial report of Migrant Information Centre (Eastern Melbourne) Limited (the company), which comprises the statement of financial position as at 30 June 2026, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Board of Directors.

In my opinion, the accompanying financial report of Migrant Information Centre (Eastern Melbourne) Limited is in accordance with the ACNC Act 2012, including:

i. giving a true and fair view of the company's financial position as at 30 June 2026 and of its performance and cash flows for the year ended on 30 June 2026; and

ii. complying with Australian Accounting Standards and the ACNC Act 2012.

Basis for Opinion
I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Company in accordance with the auditor independence requirements of the ACNC Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the ACNC Act 2012, which has been given to the directors of the Company would be on the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter - Basis of Accounting and Restriction on Distribution
I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Migrant Information Centre (Eastern Melbourne) Limited to meet the requirements of the *ACNC Act 2012*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report
Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the company's financial reporting process.

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Auditor's Responsibilities for the Audit of the Financial Report

My 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.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.



Frederik Ryk Ludolf Eksteen CA
ASIC Auditor Registration Number 421448

Collins & Co Audit Pty Ltd
127 Paisley Street
FOOTSCRAY VIC 3011

Dated this 28th day of October 2026

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MIGRANT INFORMATION CENTRE
eastern melbourne