



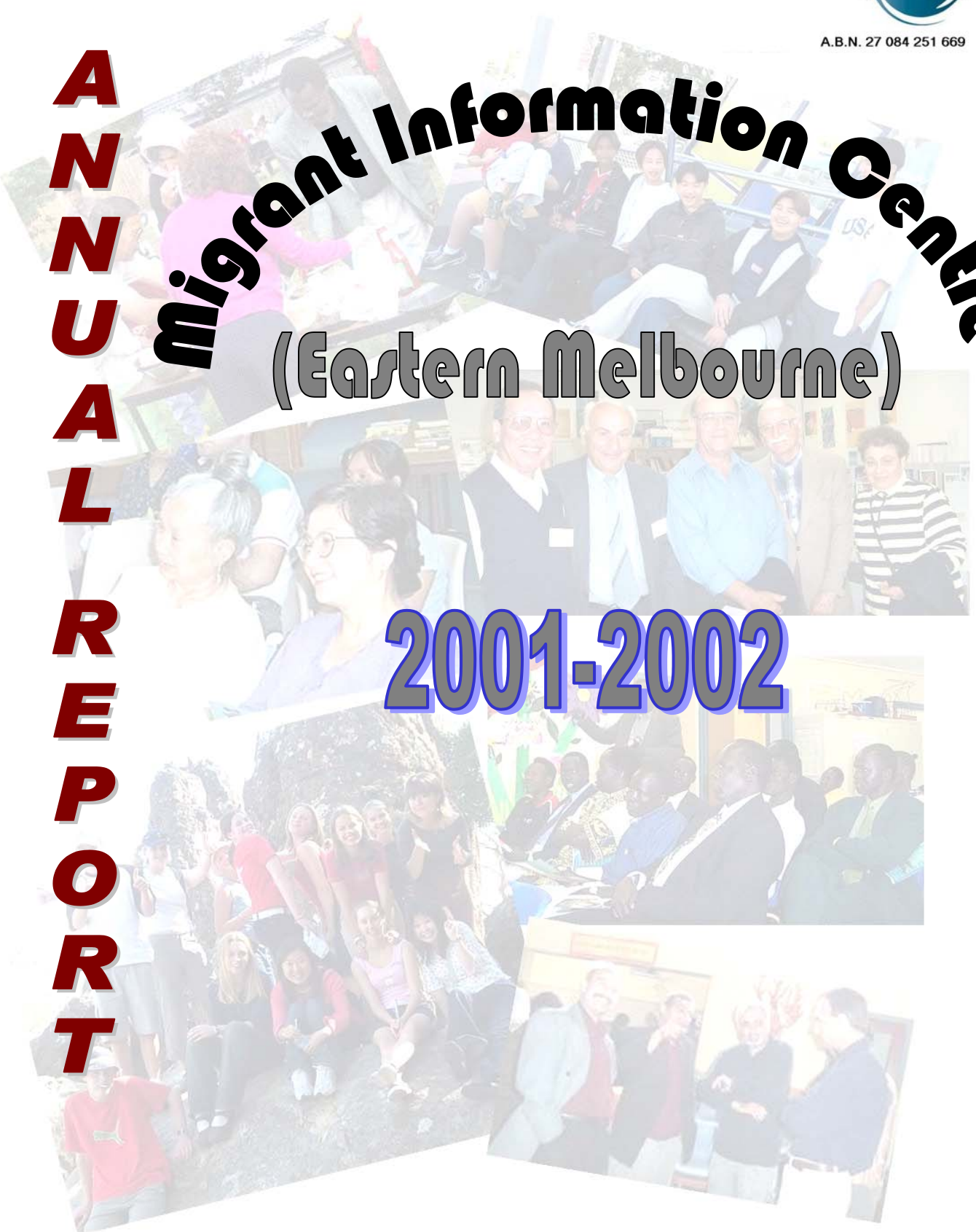
MIGRANT INFORMATION CENTRE  
eastern melbourne

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**Migrant Information Centre**  
**(Eastern Melbourne)**

**2001-2002**



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Migrant Information Centre (Eastern Melbourne)  
Annual Report 2001/02

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For further information contact the Migrant Information Centre  
(Eastern Melbourne)  
333 Mitcham Road  
Mitcham 3132  
Telephone: 9873 1666 Fax: 9873 2911  
Email: [mic@miceastmelb.com.au](mailto:mic@miceastmelb.com.au)  
Web Site: [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

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## **Migrant Information Centre (Eastern Melbourne)**

### **Our Region**

The Migrant Information Centre (Eastern Melbourne) (MIC) operates in the Eastern Region of Melbourne. The region covers the Local Government Areas of Boroondara, Knox, Manningham, Maroondah, Whitehorse, Yarra Ranges and Monash (east of the Monash Freeway).

### **Our Vision**

The MIC will take a lead role in the co-ordination of current, relevant information and the provision of services that will strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations of the Eastern Region.

### **Our Mission**

Build a stronger multicultural community through providing practical solutions to barriers for accessing services and service gaps and establishing quality service delivery for migrants and their families in the Eastern Region of Melbourne.

### **Our Values**

MIC operates with:

- Honesty and integrity
- Respect for the individual and the community
- Equality and fairness
- Commitment to the communities in which we serve
- Professionalism
- Probity

### **Our Objectives**

The objectives of the MIC are to:

- (a) provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness;
- (b) deliver post arrival services relevant to new migrants and refugees in the Eastern Region, to ensure effective local settlement and orientation;

- (c) enhance direct provision of settlement services to migrants in the Eastern Melbourne Region (the region);
- (d) provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies;
- (e) enhance existing links with and between a range of service providing agencies in the region;
- (f) identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls;
- (g) assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;
- (h) investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- (i) carry on any other activity which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

### **The Eastern Region and its Migrant Population**

Data from the ABS Census 2001 shows that:

- There is a total population of 938,592 people living in the Eastern Region. 76% (715,495) of these people speak English at home whilst 20% (186,963) speak a language other than English at home.<sup>1</sup>
- One hundred and fifty one (151) languages are spoken across the region.
- The largest Non English Speaking Background (NESB) population speak Greek (33,290) at home, followed by Cantonese (27,980), Italian (24,948), Mandarin (17,493), German (6,206), Vietnamese (5,816) and Arabic (5,145).
- Within the local government areas across the region, Monash has the largest number of NESB speaking population with 34% (52,455) of its population speaking a language other than English at home. The figures for the other six LGA's in the region are Manningham 35% (37,633), Whitehorse 22% (31,276), Boroondara 18% (27,096), Knox 16% (22,888) Maroondah 8% (8,258) and Shire of Yarra Ranges 5% (7,583).

### **Our Service Model**

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<sup>1</sup> A further 4% (36134) of responses were either not stated, non-verbal, auslan, and invented languages or not indicated.

Our services are developed from the **needs of the community** - individuals, families, children, older people and young people - and it is respectful and responsive **in meeting their needs** within resource constraints.

The needs of the communities in which we serve are identified through:

- Consultation with migrant communities across the region, and
- Consultations with other service providers whose services meet community need through mechanisms including MIC convened working groups or MIC participation on networks and working groups coordinated by other service providers.

### **Our Customers**

The MIC's **primary customer** group are **people from culturally and linguistically diverse backgrounds including newly arrived migrants and refugees** residing in the Eastern Region of Melbourne. However, to maximise the opportunities for this group the MIC has three other customer groups, local agencies, the local community and businesses operating in the region.

Although the four groups have distinct service requirements, there is also a common theme - they are seeking **information** and advice about **each other**.

It is the **responsibility** of the MIC to identify and put in place mechanisms that strengthen linkages between the four groups that enable them to more effectively resource each other.

### **Our Staff**

The MIC currently has nine paid staff. During the year the MIC has also been supported by the work of 13 volunteers. The role of staff members are detailed below:

#### **Sue Herbst**

Sue is the MIC's manager. Sue is responsible for the overall management of the Centre.

#### **Virender Singh Bajwa**

Virender is works part time as the MIC's administrative worker. Virender's responsibilities include maintaining the accounts of the MIC and providing administrative support to staff.

#### **Jo Kemp**

Jo is the project worker for CONNECT, a collaborative project of agencies and schools from the Cities of Manningham and Whitehorse auspiced by the MIC and funded by VicHealth. The project involves working with young refugees and migrants in their schools and local communities and providing information to parents of young refugees and migrants about the education system and local services.

#### **Wina Kung**

Wina is the project worker for the Program Development and Access Program. This is a Department of Human Services funded program designed to increase the usage of Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds.

#### **Safieh Loulagar**

Safieh is a settlement case worker. Safieh speaks Farsi and Dari and is a registered migration agent.

### **Judy McDougall**

Judy is the MIC's community projects worker. Judy's responsibilities include supporting migrant community groups and working with local agencies to support people from culturally and linguistically diverse communities.

### **Thuong Thu Nguyen**

Thuong Thu is a part time project worker for the Supporting Vietnamese Families project. This project is funded by the City of Whitehorse to increase access to family support services by people from the Vietnamese community. Thuong Thu also provided cross cultural training for service providers. This project will be completed in October 2002.

### **So Young Park**

So Young works part time as an administrative worker at the MIC. So Young is responsible for administrative tasks at the Centre and supporting staff administrative needs.

### **Dorothy Yiu**

Dorothy is employed part time as a project worker for the Young Dragons Project and also a settlement worker at the MIC. The Young Dragons Project is funded by the Victoria Multicultural Commission and is designed to increase awareness of the impact of intergenerational and intercultural issues within the Cantonese speaking community. This project will be completed in July 2002.

Dorothy resigned from her position as a settlement case worker in January 2002. The MIC warmly thanks Dorothy for her contribution to the MIC over the past three years.

### **Ahmed Zeed**

Ahmed joined the MIC in May 2002 as the project worker for the Multicultural Education Project. Ahmed works three days per week at the MIC. This is a Department of Human Services funded program designed to increase knowledge and understanding of people from culturally and linguistically diverse backgrounds of HACC services.



From left Ahmed Zeed, Jo Kemp, Safieh Loulagar, Judy McDougall, Thuong Thu Nguyen, So Young Park, Wina Kung, Sue Herbst and Virender Bajwa

### **Volunteers**

#### **Penny Addison**

Penny volunteers at the MIC every 4<sup>th</sup> Friday. Penny has contributed to many projects in 2001/02 including the preparation of Eastern Multicultural News.

**Carol Baker**

Carol in her volunteer work at the MIC designed a survey and an access data base for analysing the survey results.

**Sally Bullock**

Sally has assisted the MIC in project work during the second half of the year. In particular Sally has worked on a youth project the MIC is undertaking in the City of Manningham.

**Vesna Gnjatovic**

Vesna volunteered at the MIC each Monday. Vesna has assisted the Centre through translating invitations and letters as well as general administration.

**Robyn Kilpatrick**

Robyn volunteers at the MIC each Wednesday. Robyn's work at the Centre includes invaluable administrative support and assistance to clients to access material aid.

**Siva Madike**

Siva volunteered at the MIC for a period of 2 months updating our database. Siva left the MIC when he gained employment.

**Lynette O'Regan**

Lynette was on student placement at the MIC for a community development course. Since completing her placement Lynette has volunteered her time to care for children at our functions.

**Miriam Rezaei**

Miriam volunteers her time to the MIC every 2<sup>nd</sup> Friday. Miriam's work includes administration support.

**Mariano Ramos**

Mariano volunteered at the MIC each Wednesday and Thursday for 7 months until he gained employment. Mariano worked extensively in analysing the demographics of clients who use the MIC's services as well as general administrative work.

**Kinoosh Moussavi**

Kinoosh volunteered at the MIC once a week for a period of 6 months. Kinoosh has provided invaluable assistance in supporting the administration of the office.

**Rosy Sami**

Rosy volunteers one day a week to complete statistical data analysis as well as general administrative work.

**Hanadi Teffaha**

Hanadi assisted in administrative duties at the MIC for one day a week as well as taking photographs at a number of our functions.

**Li Hua Wang**

Li Hua's volunteer work supported the administration of the MIC for a 5 month period.

**Student Placements**

The work of the MIC has also been ably supported by the work of students on placement throughout the year. In 2001/2002 the following people completed their student placement:

Rose Lau	Advanced Diploma and Interpreting and Translating
Roohangiz Javidi	Diploma of Community Services (Welfare Studies)
Asyia Kaya	PHD in Education Science (Germany)
Channy Kriv	Associate Diploma of Social Science (Community Development)
Lynette O'Regan	Diploma of Community Services (Welfare Studies)

## **Chairman's Report**

In 2001/2002, the Migrant Information Centre (Eastern Melbourne) met the challenge of providing assistance to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne. Through the commitment of staff we were able to incorporate innovation and creativity in meeting the needs of communities that we identified in our needs analysis completed in 1999 when the centre first opened.

For the aged and disabled, the Program Development and Access (PDA) Project has enabled the MIC to work with mainstream service providers and ethnic community groups to enhance the Home and Community Care program (HACC) to better provide services to people from culturally and linguistically diverse backgrounds. The project has enabled the MIC to facilitate extensive cross cultural training, to develop a cultural monitoring tool for agencies funded through HACC and establish a HACC Network that enables agency staff to meet regularly with community leaders from a wide range of ethnic communities. A communications strategy has also been developed as part of the project. As a result of our work in this area we were able to secure additional funding from the Department of Human Services to support people and communities from culturally and linguistically backgrounds to better access Home and Personal Care Services through the HACC program.

In relation to young people and their families, the CONNECT Project saw the development of peer support programs in three secondary schools in the region. Young people were trained to provide leadership and support to newly arrived young people facing the challenge of starting school in a new country. In addition, the program assisted schools to hold information forums for newly arrived parents who were keen to learn about our education system and how they can help their children at school. The successful pilot of the program resulted in the MIC receiving additional funding from VicHealth to further develop the model to make stronger links with youth and family support services and extend the program in more schools including primary schools.

In addition, the MIC worked extensively with family support services and the Vietnamese community in Whitehorse to develop a service model to increase access to culturally appropriate family support services. Through this project funded by the City of Whitehorse, we were able to identify the needs of not only Vietnamese families but all families from culturally and linguistically diverse backgrounds who parent their children in a culture that is not their own. This project enabled the MIC to develop a model to support families particularly through parent education to prevent family crisis and breakdown.

2001/2002 saw a slight increase in the provision of services to individuals and families. Through our case work and settlement program we assisted people on 1646 occasions. Over one half of all client contacts were for individuals and families who had settled in Australia within the past three years. In addition, the MIC was successful in receiving funding from the Department of Immigration and Multicultural and Indigenous Affairs to provide support to proposers who sponsor family members overseas to enter Australia under the Special Humanitarian Program.

Client satisfaction surveys to monitor the satisfaction levels with our case work service have continued to indicate a high level of satisfaction with over 98% of respondents indicating they were happy with the service and information provided and that they would refer their families and friends to the MIC. I congratulate the staff on their work in achieving these results.

The Centre's staff provided assistance to migrant community groups in many areas. These included organising information sessions, assisting groups to plan activities and complete funding submissions. In addition the staff worked collaboratively with other agencies to improve the access to services for people from culturally and linguistically diverse communities.

Other projects managed by the Centre in 2001/02 included:

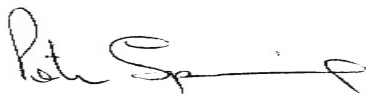
- Successfully expanding our Centre's activities through achieving additional funding from:
  - Department of Human Services to support people and communities from culturally and linguistically backgrounds to access Home and Personal Care Services through the HACC program.
  - VicHealth to continue the CONNECT project that is designed to support newly arrived young migrants and refugees and their parents.
  - Manningham City Council to increase access to sporting and recreational opportunities by young people from culturally and linguistically diverse backgrounds.
  - Boroondara City Council to support the settlement of the South Sudanese community and to hold My Image My Dress My Choice. My Image My Dress My Choice is a forum on the Islamic dress code and the effects of stereotypes on the public and individuals, this forum was in partnership with Young Muslims of Australia and the MIC's Muslim Women's Group.
  - Maroondah City Council to establish a playgroup for Chinese speaking carers of pre school aged children.
  - Whitehorse City Council to support Vietnamese families to access family support services and to hold My Image My Dress My Choice.
  - Knox City Council to hold forums on mental health with the Chinese and Hungarian speaking communities.
- Facilitating a number of community forums including:
  - Recognition of the work of volunteers in culturally and linguistically diverse communities.
  - Employment Opportunities and Housing Options with the South Sudanese Community held in partnership with the Craig Family Centre.
  - Recognition of Refugee Week through a forum of speakers who spoke of their refugee experience.
  - A Chinese Family Day that included badminton and table tennis tournaments as well as speakers on nutrition and money management.
  - HACC information for the Chinese and Vietnamese communities.
- Holding a series of interviews on SBS's Cantonese radio program on intergenerational issues within the Cantonese speaking community.

This year also witnessed the appointment of the second Board of Directors for the MIC. The appointment of the new Board was ratified by a meeting of members of the MIC held in December. The second Board of Directors assumed their positions as of April 1<sup>st</sup> 2002. I would like to thank the retiring Directors, Louise Di-Giusto, Peter McPhee and Joe Cossari for their contribution to the MIC over the past three years. Our new Directors Robert Colla, Aliakbar Akbarzadeh and Supriya Singh have already demonstrated their commitment to the MIC and our client groups through their contribution at our Board meetings.

In 2002/2003 the MIC will continue to build its client base and its work with both migrant community groups and local agencies. In particular, the MIC will:

- Work with local secondary schools and primary schools to support the settlement of newly arrived young migrants and refugees and their parents,
- Continue to work with newly arrived communities to assist in their capacity building including the South Sudanese community,
- Hold community forums on topics of interest to local communities from culturally and linguistically diverse backgrounds including forums on parenting, immigration, housing and education,
- Work with agencies and culturally and linguistically diverse communities to enhance access to HACC Services by our client group,
- Continue the assistance we offer to migrant community support groups through both the MIC's Migrant Communities Advisory Group and discussions with individual groups, and
- Continue to identify opportunities for the MIC to work in partnership with other agencies in meeting the needs of people from culturally and linguistically diverse backgrounds in the Eastern Region.

I thank the staff and volunteers for their work in 2001/2002 and the commitment of my fellow directors in successfully steering the MIC over the past 12 months. The support provided to the MIC by the Department of Immigration and Multicultural and Indigenous Affairs, Department of Human Services, Victorian Multicultural Commission, VicHealth and Local Councils is greatly appreciated. I would also like to thank Kanbay Australia Pty Ltd, a division of Kanbay Inc an International Information Technology Company for the generous assistance they provide in supporting the MIC's computers. I look forward to a successful 2002/2003.

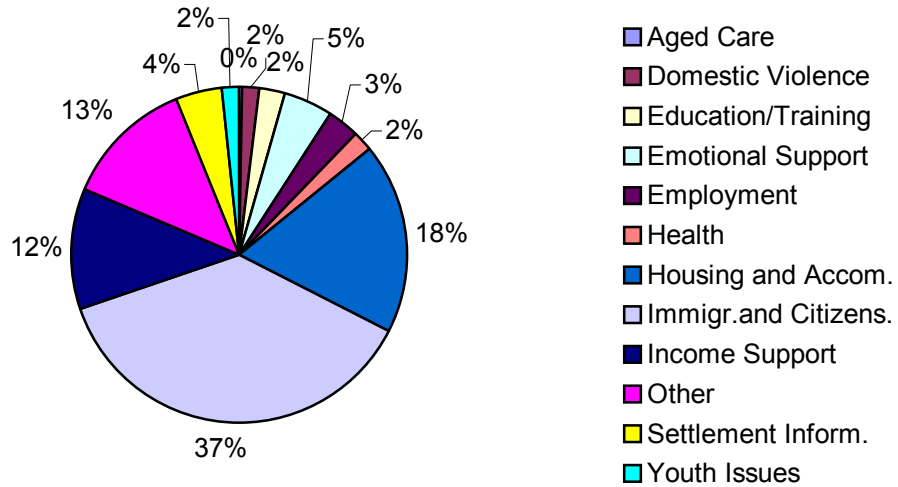


Peter Spring  
Chairman  
Migrant Information Centre (Eastern Melbourne)

## Client Services

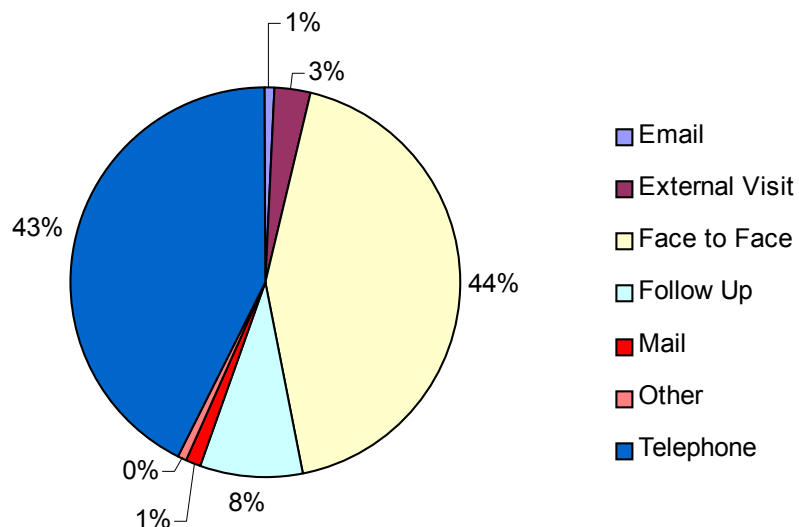
In the year ending June 2002, staff provided assistance to migrants living in the Eastern Region through over 1600 contacts.

**Figure 1: Issues presented by clients July 2001- June 2002**



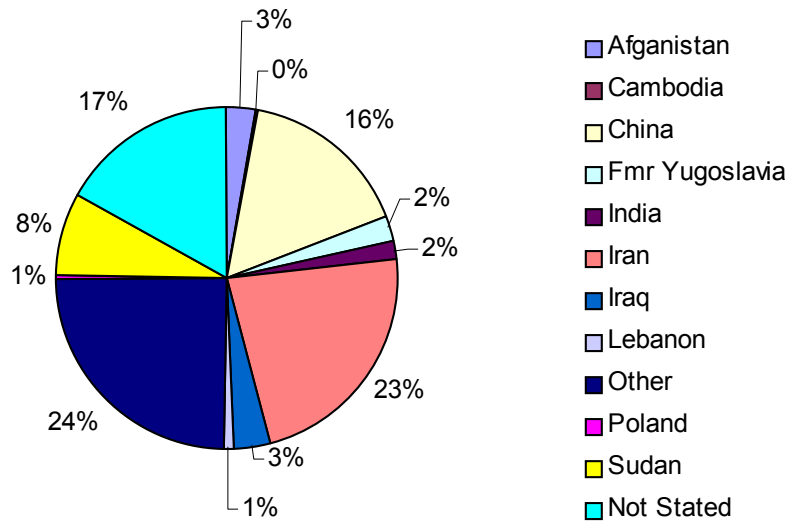
As Figure 1 shows, the areas where staff provided assistance were varied. The largest number (641) of inquiries were regarding immigration and citizenship.

**Figure 2: Type of contact July 2001- June 2002**



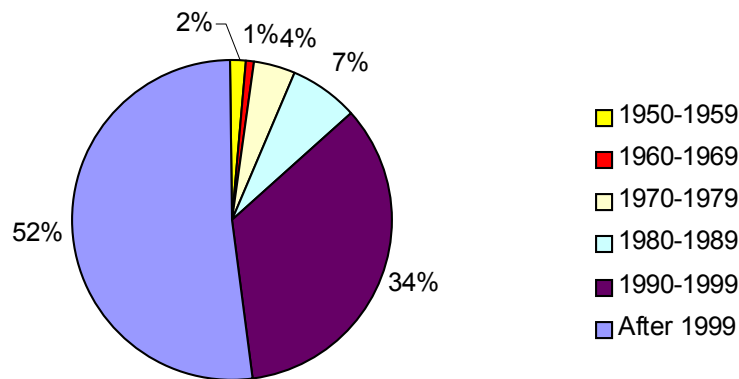
As Figure 2 shows, the largest number of contacts made were face to face (678) and by telephone contact (673).

**Figure 3: Country of Birth of Clients July 2001 - June 2002**



People from 77 different countries used the services of the MIC in 2001/2002. As Figure 3 shows, the largest number of clients were from Iran and the second largest from China. Countries represented in the category "other" include India, Indonesia, Spain, Hungary, Sri Lanka, and Malaysia. "Not Stated" indicates that due to the brevity of the contact with the client staff did not ask for their demographic data.

**Figure 4: Years living in Australia July 2001 - June 2002**



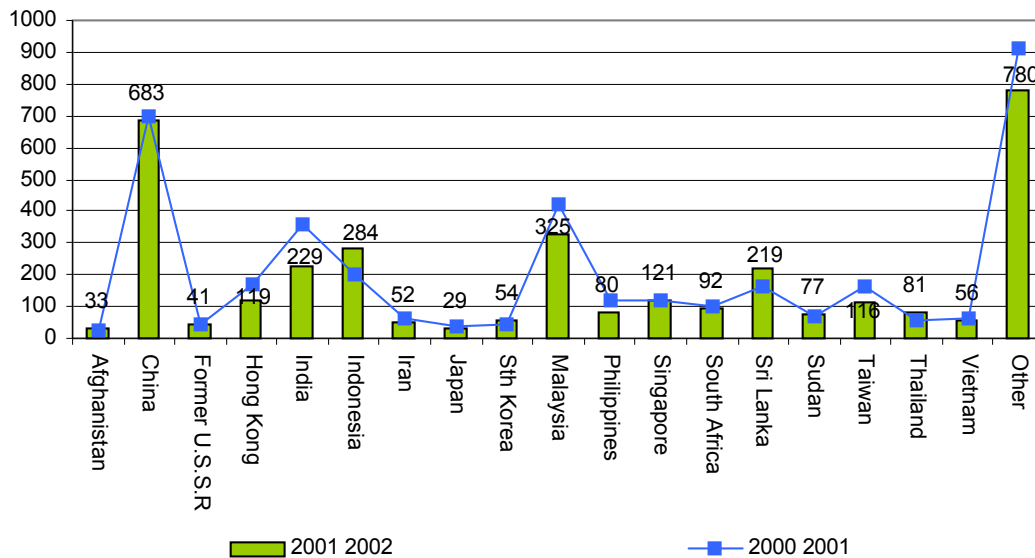
As Figure 4 shows, 52% of all contacts were with people who had lived in Australia for three years or less.

## Community Projects

### Settlement Planning

The country of birth of people from culturally and linguistically diverse backgrounds who have settled in the Eastern Region in year ending June 2002 are shown in Figure 5.

**Figure 5: Settler arrivals in the Eastern Region July 2001 - June 2002**



As Figure 5 shows, the largest number of people settling in the region were born in China. 17% of all people settling Victoria in 2001/2002 nominated their residential address in the Eastern Region.

The ABS Census 2001 found that people born in over 190 countries speaking 151 different languages have settled in the Eastern Region of Melbourne. The MIC has completed a demographic profile of the region and for each Local Government Area based on the results of the 2001 Census. This data is available on the MIC's Web Page or in hardcopy on request.

### Community Forums

In 2001/2002, the MIC continued to hold a number of information sessions for people from culturally and linguistically diverse communities who indicated a high level of satisfaction. Information sessions covered topics including:

- Employment and immigration with the Southern Sudanese Community. This forum was held in partnership with the Craig Family Centre.
- Healthy eating with the Chinese community.
- Islamic dress code and the effects of stereotypes on the public and individuals. The forum entitled "My Image My Dress My Choice" in partnership with Young Muslims of Australia and the MIC's Muslim Women's Group, was funded and held in both the Cities of Whitehorse and Boroondara.
- The refugee experience. The forum included speakers from Afghanistan and Southern Sudan as well as a dance company from Southern Sudan.

- Training young Muslim men and women to establish a committee of management to oversee the provision of recreational and social activities for young people.
- Family health for the Afghan community.

## **Community Projects**

The MIC has undertaken a number of community projects in 2001/2002. The projects are designed to increase communities understanding of service systems, strengthen communities' capacity to address issues that effect their settlement and establish activities to meet communities needs. Our work in this area includes:

- Developing and holding a series of 12 radio broadcasts on SBS radio on intergenerational issues within the Cantonese speaking community. This project was funded through the Victorian Multicultural Commission and was supported by SBS radio. The program was in partnership with a number of agencies including Manningham Community Health Service, Blackburn English Language School and Victorian Transcultural Psychiatry Unit.
- Celebrating the work of volunteers in culturally and linguistically diverse communities at a community luncheon and certificate presentation with over 90 people in attendance.
- Writing and distributing a newsletter to recognise the work of volunteers in culturally and linguistically diverse communities and to promote HACC services to migrant communities. The newsletter was translated into seven languages.
- Continuing to participate in a series of information sessions on managing diabetes for older Chinese speaking people in partnership with Whitehorse Community Health Service.
- Establishing a playgroup for Chinese speaking parents of preschool aged children in the City of Maroondah. The project was funded by the City of Maroondah.
- Assisting migrant community support groups to apply for funding, become incorporated and organise activities, for example, arranging speakers on areas of interest.
- Facilitating the Muslim Women's Group whose activities in 2001/2002 included swimming, an aged care forum and the Muslim fashion parades.
- Facilitating a Chinese badminton group and holding a Family Health Day for families from Cantonese and Mandarin speaking backgrounds.



**Participants at the celebration of the work volunteers undertake for culturally and linguistically diverse communities**

Facil.....

A number of groups have used MIC facilities to meet. Groups using our facilities on a regular basis include Eastern Region Chinese Social Club, Muslim Women's Group and Latin American Women's Group. Centrelink, Serbian Welfare Association of Victoria and Spectrum Employment Services also provide services from the MIC to our clients on a weekly basis.

### **Working Groups of the Migrant Information Centre**

The work of the MIC's working groups has continued over 2001/2002. The achievements of the working groups in 2001/2002 include:

#### **Health and Aged Care Working Group**

The Health and Aged Care working group has continued to meet in 2001/2002. The objective of the group is to initiate collaborative activities that support health and aged care agencies in the Eastern Region to provide services that meet the needs of families and individuals through taking into account their linguistic and cultural needs. Forty-seven service providers from approximately 40 agencies within the region receive the minutes.

Activities this year included:

- Members of the working group forming subgroups to assist the MIC to plan and facilitate an Aged Care forum for the Arabic speaking community and mental health forums for the Chinese and Hungarian communities,
- The development of the monthly MIC newsletter "Eastern Multicultural News" which enables agencies to share information on new projects and initiatives,
- Guest speakers at meetings to talk about Islam and aged care, the Greek community, culturally and linguistically diverse residential care for the elderly and the priorities of the Victorian Multicultural Commission in relation to health and aged care.

In December 2002, the group will develop a new action plan for implementation in 2003.

#### **Youth and Family Support Working Group**

As with the Health and Aged Care Working Group, there has been continued interest in the Youth and Family Support Working Group in 2001/2002 with more than 40 agencies receiving minutes of meetings throughout the year. Youth and Family Support agencies also utilise the newsletter "Eastern Multicultural News" to share information about new initiatives and programs.

A major project initiated through the group was established this year. The MIC in partnership with Reach Out for Kids, Louise Multicultural Community Centre, Anglicare Parentzone and Birralee Box Hill Hospital received funding from the City of Whitehorse for the "Supporting Vietnamese Families Project". This enabled the MIC to appoint a bilingual project officer to consult family support service providers, ethnic specific workers and Vietnamese families to develop a service model for implementation by family support agencies to increase access to culturally appropriate services by Vietnamese families. The project also involved the development of a cross cultural training program for service providers and a structure for family support agencies to work collaboratively with ethnic specific workers to support families from culturally and linguistically diverse backgrounds in crisis. In 2003, the group will monitor the implementation of the program.

#### **Migrant Communities Advisory Group**

In 2001/2002, the MIC extended invitations to participate in the Migrant Communities Advisory Group to more than 50 clubs and ethnic specific agencies in the region. This significantly increased the number of communities represented at meetings. The role of the group is to provide advice on the work of the other working groups and the MIC generally, as well as to share information and to have speakers on areas of interest. Staff from YMCA, Primary Care Partnerships and other health agencies attended meetings throughout the year for consultation purposes and to promote their services to the community.

The group identified the need for meetings to include an educational component on issues identified by the group. Special meetings were held with guest speakers to discuss issues such as suicide and coping with loss, post hospital acute care and conflict between cultural norms and maintaining independence of older people. The Migrant Communities Advisory Group will continue to identify themes for discussion in 2002/2003.

### **Representation on Advisory Groups**

MIC staff are represented on a number of advisory groups across the Eastern Region. The MIC's primary role in these groups is to provide information on the needs of people from culturally and linguistically diverse backgrounds and to work with other agencies to ensure that service planning takes account of the service needs of this group. MIC involvement in advisory groups includes participating on the management committee of the Central East Primary Care Partnership, Parentzone Regional Network, Manningham Youth Network, Whitehorse Youth Cultural Connections, Regional Child Protection Network and Maroondah Youth Service Providers.



**Participants at the Employment Forum for Southern Sudanese Community**

## **Assistance to Agencies**

MIC staff assist agencies in planning their services, providing information on the cultural values that are important in service delivery and in cultural awareness training. Our work in this area in the year ending June 2002 has included providing training to over 200 service providers on Afghan culture, Chinese culture, cultural awareness for the Whitehorse Counsellors Alliance, social workers from Centrelink and staff from Do Care, ACCESS Drug and Alcohol Service. Training was also provided to the Central East Women's Mental Health Network on service planning for people from culturally and linguistically diverse backgrounds.

The MIC provided tailored demographic data to agencies, for example, statistics on Cantonese and Mandarin speaking communities in the Eastern Region by the local government area and provided contact details on migrant community support groups and ethnic support agencies working in the Eastern Region.

2001/2002 saw the expansion of the MIC's web site to include census and settlement data, copies of MIC reports and client feedback, contact details for migrant community groups and links to appropriate sites.

## **CONNECT Project**

CONNECT is a collaborative project of agencies and schools in the Eastern Region of Melbourne, auspiced by the Migrant Information Centre. The project provides practical assistance through schools to increase social connectedness and develop a sense of belonging amongst newly arrived young people and their parents from migrant and refugee backgrounds.

Funding was received from VicHealth through their Mental Health Promotion Plan, to pilot the project between January 2001 and July 2002. During the pilot project two programs were developed and implemented in secondary schools:

1. A peer support program in three mainstream secondary schools; and
2. A parent support program at two secondary schools and at the Blackburn English Language School (ELS).

The participating secondary schools in the pilot peer support program were East Doncaster Secondary College in the City of Manningham, Mullauna College in the City of Whitehorse and Ringwood Secondary College in the City of Maroondah. At each school a group of students attended a two-day training course to become CONNECT Leaders. The training program covered subjects such as culture, settlement issues of young people, communication, the importance of social networks, leadership and coping skills. The Leaders progressed to facilitate activities with small groups of students from culturally and linguistically diverse backgrounds (CALD) attending their school. Recreational programs for participating young people were also held during the school holidays.

The parent support program initially piloted at Blackburn ELS, focused on providing newly arrived parents from CALD backgrounds with information about the Victorian secondary school system. The information was provided through interpreters and translated documents about the education system. After the experience at Blackburn ELS similar parent programs were held at Mullauna College and East Doncaster Secondary College.

Throughout the pilot project approximately 560 young people and their parents participated in peer support and parent support program activities. On the completion of the pilot in June 2002 an evaluation was carried out and a new model developed for the future expansion and development of the project. The evaluation report identified that CALD young people and their parents have additional needs relating to the school and



**Participants of the peer support program on their way to a holiday program activity**

local community that require the model to be further developed to link parents and young people from CALD backgrounds to their community and youth and family support services. Further, that the support of migrant community groups and local youth and family support agencies are essential in meeting these needs and sustaining the peer support and parent support programs in schools and the wider community.

The future development of CONNECT will focus on building stronger links between primary and secondary schools, service providers, migrant groups and the wider community to further support CALD families.

### **Program Development and Access Project**

The aim of Program Development and Access Project is to develop and implement strategies to improve equity of access to Home and Community Care (HACC) services from the people from culturally and linguistically diverse (CALD) backgrounds in the Eastern Metropolitan Region.

The objectives are being achieved through building the capacity of mainstream HACC service providers, ethno specific agencies and migrant groups to plan and deliver culturally appropriate services. The work of the PDA project included:

#### **Eastern Region HACC Network**

The Eastern Region HACC Network was established in June 2001. In 2001-2002 five network meetings were held. The number of HACC network members was initially 37 people (12 ethno specific agencies and 18 mainstream service providers). As of June 30<sup>th</sup> 2002 there were over 70 network member from 59 agencies, including 20 ethno specific agencies/groups and 39 mainstream service providers. The HACC Network initiated a number of projects that addressed issues including the recruitment and retention of bilingual workers/volunteers, information exchange with migrant groups and the relationships between HACC and Primary Care Partnerships (PCP). Network meetings include presentations from CALD communities on their culture and experience of delivering HACC services and an opportunity for agencies to share best practice initiatives in the delivery of culturally appropriate services.

#### **Information and Promotion of HACC services**

A HACC newsletter called "HACC Program News" was published in Nov 2001. The newsletter was translated into 9 languages and distributed to senior citizen groups in the Eastern Region. The newsletter is also available to be downloaded from the MIC's website.

A cultural resource webpage was developed. The webpage includes information to assist agencies to provide culturally appropriate services including cultural fact sheets, communication strategies, service directories for older people and people with a disability in community languages and useful links to multicultural resources and bilingual health professionals.

#### **Consultancy Support**

The project provided assistance to agencies in their service delivery to clients from a CALD background. More than 70 agencies were assisted on over 350 occasions. Work in this area included provision of demographic information, assistance with understanding the requirements of and completing the cultural action planning tool, referrals to ethno specific agencies, identifying appropriate home visitors for isolated CALD clients, assisting agency staff to meet the needs of individual clients through referrals to social support clubs and other services for CALD communities.

### **Training Session on Specific Cultures**

The PDA project organised training sessions on specific cultures for HACC service providers. Four sessions were held, one on the Polish culture and three on the Chinese culture. The evaluation of the training was very positive with participants indicating that the courses were very beneficial. The project will provide further cultural training in 2002/2003.

### **Involvement in Local Networks**

The project worker is involved in a number of local and statewide networks as a representative from the CALD sector in the Eastern Region and to advocate on behalf of migrant groups in respect to equity of access to HACC services. Networks attended include Whitehorse Older Person Action Group, Eastern Access Transport Network, Eastern Region Disability and Respite Network, Equity and Access Statewide Network, Eastern Region Training Advisory Committee, Extended Care Networks of the Local Government Areas and the Central East PCP Health Promotion Advisory Group.

### **The Year Ahead**

#### **Direct Client Services**

In 2001/2002, there was a marginal increase in the number of client contacts. In 2002/2003, the MIC will further increase these numbers as we were successful in gaining funding for a second full time settlement case work position from the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA). In addition, the MIC gained funding from DIMIA to support people who sponsor family members and people from overseas who enter Australia under the Special Humanitarian Program.

We will continue to provide services to individuals, families and communities from culturally and linguistically diverse communities residing in the Eastern Region. It is our ability to provide a service that meets the needs of this client group that measures the MIC's success. In 2002/2003, we will continue to provide immigration advice, organise material assistance and income support, assist newly arrived migrants and refugees to locate housing and access other government and non government services and provide advice, information and referral to other local agencies.

#### **Services to Migrant Community Groups**

The MIC will continue to support migrant community groups in the coming year including the Manningham Chinese Women's Group, Palestinian Charity Association and the Latin American Women's Group. We will continue to work with newly arrived communities including people from Southern Sudan. In partnership with the Craig Family Centre we will hold two forums in the first half of 2002/2003 with the South Sudanese community. The first forum will provide information on housing options in Victoria and the second will identify youth issues from both the perspectives of parents and young men and women. We will also hold a family day for the Vietnamese community that will include information on family support services as well as activities for children.

We will work with the Muslim community in the Rowville/Lysterfield area to identify their needs and solutions to meet their needs. We will hold a Muslim fashion parade in Maroondah to increase community understanding of the Muslim dress code and to reduce the negative impact of stereotyping. We will also hold training for ethnic groups on Home and Community Care Services particularly on how to increase services available to clients and communities through working in partnership with mainstream service providers. The CONNECT project will also continue to work with migrant groups through primary and secondary schools in the region.

## **Services to Agencies**

In the coming year the MIC will continue to provide information sessions for local agencies. In November we will hold a forum on the cultural values of the Iranian and Afghan communities. Forums such as these provide agencies with information that assists them to deliver services that are culturally appropriate. We will continue to update our Web Page with information that is useful for agencies, including the settlement figures from Department of Immigration and Multicultural and Indigenous Affairs and information sheets on the cultural values of different communities.

The facilities of the MIC will continue to be available to agencies to use for the delivery of services to MIC clients. This will include Centrelink, Spectrum Employment Services as well as Serbian Welfare Association of Victoria.

## **Directors Statutory Report and Financial Statements**

The Directors of the Migrant Information Centre (Eastern Melbourne) present their report on the company for the year ended June 30, 2002 and report as follows:

### **Directors of the Migrant Information Centre (Eastern Melbourne)**

The names of the Directors of the Company in office during the financial year 2001-2002 are as follows:

#### **Mr Peter Spring Chairperson**

**Appointed:** 08/09/98 and re appointed 01/04/02

**Meetings attended:** 8 of 11 Board Meetings

Peter was the chairperson of the Steering Committee responsible for the establishment of the Migrant Information Centre (Eastern Melbourne). He is a Director of Kanbay Pty Ltd, an Information Technology company. Peter was also the founding Chairman of the Whitehorse Business Group.

#### **Cr. Julie Eisenbise Deputy Chairperson**

**Appointed:** 18/12/98 and re appointed

**Meetings attended:** 8 of 11 Board Meetings

Julie is the International Coordinator of the Faculty Life Sciences at the Royal Melbourne Institute of Technology. Julie was the Mayor for the City of Manningham (2001 – 2002) and works with a range of multicultural groups in the community.

#### **Ms Supriya Singh Secretary**

**Appointed:** 01/04/02

**Meetings Attended** 3 of 3 Board Meetings

Supriya is currently Associate Professor and Senior Research Fellow at RMIT. Supriya has extensive experience in community, consumer and academic institutions and the focus of her research is shaping information so that it is useful to the user.

#### **Ms Louise Di-Giusto Secretary (until 31/03/02)**

**Appointed:** 08/09/98 and retired 31/03/02

**Meetings attended:** 2 of 8 Board Meetings

Louise is a member of Melbourne East Consultative Committee and a Board Member for Melbourne East Group Training Company. Louise has many years experience in managing small to medium size business in Victoria.

#### **Mr Aliakbar Akbarzadeh**

**Appointed:** 01/04/02

**Meetings Attended** 3 of 3 Board Meetings

Aliakbar is presently Professor and Leader of Energy Conservation and Renewable Energy Group, Department of Mechanical and Manufacturing Engineering, RMIT. Aliakbar has been actively involved in community activities for over 20 years.

### **Mr Phillip Barresi (MP)**

**Appointed:** 08/09/98 and re appointed 01/04/02

**Meetings attended:** 3 of 11 Board Meetings

Phillip is the Federal Member for Deakin and was actively involved in the establishment of the Migrant Information Centre (Eastern Melbourne). Phillip is also a member of the Federal Government's Immigration and Multicultural Affairs Policy Committee, a Committee of Management member for Reach Out for Kids, Youth Jobs Pathway Program in the eastern suburbs and Checkpoint (Youth at Risk pre-apprenticeship program). Phillip has had a long and active involvement with community organisations and, in particular, with ethnic based groups in the Eastern Region.

### **Cr. Robert Chong (OAM)**

**Appointed:** 08/09/98 and re appointed 01/04/02

**Meetings attended:** 8 of 11 Board Meetings

Cr Chong is honorary President of a number of community organisations and a Board Member of Eastern Health (Angliss Health Service, Box Hill Hospital, Maroondah Hospital, Peter James Centre and Yarra Ranges Health Service). He was honoured for his community work with the Order of Australia Medal in 1991. He was first elected to Whitehorse Council in 1997 and again in 2000 and is the current Mayor of the City of Whitehorse (2002). Prior to that he worked as Senior Chemist for the Defence Department and the Second-Officer-In-Charge of the Aeronautical Engineering Support Facility, Royal Australian Air Force.

### **Mr Robert Colla**

**Appointed:** 01/04/02

**Meetings attended:** 2 of 3 Board Meetings

Robert is the Principal of the Blackburn English Language School in the Eastern Region and has been in that position for over 7 years. Robert has worked in Education with migrant and refugee families for 20 years.

### **Mr Giuseppe Cossari**

**Appointed:** 08/09/98 and retired 31/03/02

**Meetings attended:** 7 of 8 Board Meetings

Mr Cossari has a long history with the businesses and community of the City of Maroondah, having opened the first pizza restaurant in the Eastern Suburbs in Ringwood in 1969. Coupled with his long involvement with the Chamber of Commerce and Industry over the last 30 years, Joe also has had extensive experience in primary produce, importing and property development.

Mr Cossari is past Mayor of the City of Maroondah and currently serves on the following Boards, Maroondah Business Advisory Board, Eastern Freeway Extension Board, International Business Week Board, President of the Ringwood Chamber of Commerce and is the founder of (NIMAC) formally known as The Italian Councillors Forum.

Mr Cossari is of Italian heritage, and frequently supports initiatives relevant to migrant issues and is regularly called upon as a delegate to represent Italian migrants at overseas forums. Joe is also a founding member of National Italian-Australian Foundation and a delegate for an Italian social cultural organisation.

**Mr Fred Chuah (JP)**

**Appointed:** 08/09/98 and re appointed 01/04/02

**Meetings attended:** 9 of 11 Board Meetings

Fred is the President of the Chinese Community Social Services Centre. Fred has been active in ethnic affairs over the past 35 years and is currently on the Ministerial Advisory Council – CALD Human Services.

**Mr Peter McPhee**

**Appointed:** 08/09/98 and retired 31/03/02

**Meetings attended:** 7 of 8 Board Meetings

Peter is President of the Mitcham RSL and Chairman of the RSL Licensed Sub Branch Association and a director of Vasey Housing Ltd. Peter has a background in property valuation and management and is Vice President of the Australia Day Council in Victoria.

## **Principle Activities of the Company**

The principle activities of the company during the financial period were the provision of advice and information to migrants settling in the Eastern Region of Melbourne.

There were no significant changes in the nature of the company's principle activities during the financial period.

## **Accounting Result**

The net surplus for accounting purposes for the financial period amounted to \$10,682.

The company is exempt from income tax.

## **Share Options**

No options to shares in the company have been granted during the financial year and there were no options outstanding at the end of the financial year.

## **Events Subsequent to Balance Date**

There were no significant changes in the state of affairs of the company during the financial period. No matters or circumstances have arisen since the end of the financial period 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 subsequent financial periods.

There are no known likely developments that will materially affect the operations of the Migrant Information Centre (Eastern Melbourne) in future periods.

## **Investment**

Directors acknowledged and approved all investments made during the financial year and these have been made in accordance with the MIC investment policy guidelines.

## **Environmental Regulations**

The company's operations are not regulated by any significant environmental regulations under the law of the Commonwealth or State.

## **Directors Benefits Under Contracts**

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company, controlled entity or a related body corporate with a director, a firm of which a director is a member or an entity in which a director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors shown in the companies accounts, prepared in accordance with Schedule 5 of the Corporation Regulations, or the fixed salary of a full-time employee of the company, controlled entity or related body corporate.

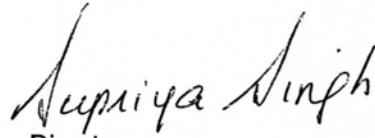
## Indemnification and Insurance of Officers

The company is covered through Victorian Government Department of Human Services insurance to cover each of the directors against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the company, other than conduct involving a wilful breach of duty in relation to the company..

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



Director  
Ms Julie Eisenbise  
Deputy Chairperson



Director  
Ms Supriya Singh  
Secretary

Dated this the 9<sup>th</sup> day of October 2002

**Migrant Information Centre (Eastern Melbourne) Limited ABN 27 084 251 669**

**Financial Statements for the year ended 30 June 2002**

**1. Statement of Financial Performance for the year ended 30 June 2002**

	<b>2001/2002</b>	<b>2000/2001</b>
<b>CLASSIFICATION OF EXPENSES</b>		
<b>BY NATURE</b>		
<b>Revenues from ordinary activities</b>		
DIMIA - Core Funding	272,750	265,710
DIMIA - CSS Funding	48,050	44,926
DIMIA - IHSS Proposer Support	3,288	-
DHS-PDA Project	108,700	70,006
Vic Health	54,038	23,378
City of Boroondara	3,445	1,126
City of Knox	2,257	1,150
City of Monash	-	1,000
City of Manningham	3,024	1,792
City of Whitehorse	7,768	2,160
Chinese Parenting Program (Anglicare PZ)	411	95
Interest	7,704	10,171
Minor Projects	827	1,010
Other Income	11,581	1,104
VMC	9,796	-
DHS-ME	3,106	-
Dept of Family and Community Services	3,000	-
Maroondah City Council	1,127	-
<b>Total revenue</b>	<b>540,872</b>	<b>423,628</b>
<b>Employee Benefits Expenses</b>		
Fringe Benefits Tax	4,919	4,945
Performance Bonus	17,000	5,000
Professional Development	3,702	2,659
Recruitment Staff	1,916	2,874
Superannuation	23,589	17,577
Wages & Salaries	256,459	200,718
Holiday Pay	25,285	16,465
Sick Pay	-	3,814
Locum Position	-	3,000
Work Cover	7,029	6,080
Long Service Leave	1,965	-
Employer Other Expenses	9,478	27,686
<b>Total Employee Benefits Expenses</b>	<b>-351,342</b>	<b>-290,818</b>
<b>Depreciation expenses</b>	<b>-9,938</b>	<b>-8,953</b>
<b>Other expenses from ordinary activities</b>		

**Migrant Information Centre (Eastern Melbourne) Limited ABN 27 084 251 669**

<b>Other expenses from ordinary activities</b>		
Advertising	1,195	651
Audit	5,045	1,321
Annual General Meeting	1,360	2,473
Board Expenses	1,164	-
Bank Charges	715	651
Courier	216	-
Comp System (excluding capital expenses)	12,016	7,395
Dues & Subscriptions	173	319
Insurances	3,690	3,397
Interpreting	12,762	3,428
Meeting Expenses - community	20,232	6,967
MIC Launches	-	252
Mobile Phone	357	453
Motor vehicle expenses	19,983	16,364
Office Consumables	-	25
Other operating expenses	1,464	-
Photocopier	2,742	2,006
Postage	3,127	2,538
Printing		5,107
Publications	446	-
Rent	62,500	56,528
Repair and Maintenance - general	1,365	5
Regulatory fees & charges	33	36
Resource Library	3,012	528
Stationery	7,479	4,687
Telephone acct	5,994	5,239
Unexpected Expenses (Computer Loss)	1,530	
Web Page	<u>310</u>	<u>806</u>
<b>Total other expenses</b>	<b><u>-168,910</u></b>	<b><u>-121,176</u></b>
<b>Profit from ordinary activities</b>	<b>10,682</b>	<b>2,681</b>

2. Statement of Financial Position as at 30 June 2002

<b>Assets</b>	<b>2001/2002</b>	<b>2000/2001</b>
<b>Current Assets</b>		
Cash On Hand		
Cheque Account NAB 46 241-7580	191,329	158,172
Fixed Interest Investments	125,382	121,307
NAB Common Fund Acct	44,612	43,069
Petty Cash	200	100
Total Cash On Hand	<u><b>361,523</b></u>	<u><b>322,648</b></u>
<b>Total Current Assets</b>		
<b>Fixed Assets</b>		
Computer equipment		
Computer equip cost	26,398	25,896
Computer equip depreciation	-13,620	-12,409
Total Computer equipment	12,778	13,487
Furniture and fittings		
Furniture & Fixtures at cost	6,033	6,033
Furniture and Fixtures depreciation	-2,000	-1,293
Total Furniture and fittings	4,033	4,741
Fax/Photocopier expenses		
Fax/Photocopier equip cost	6,524	6,524
Fax/Photocopier depreciation	-5,224	-3,602
Total Fax/Photocopier expenses	1,290	2,922
Office equipment		
Office Equipment at cost	5,168	4,151
Office equip depreciation	-2,569	-1,502
Total Office equipment	<u>2,569</u>	<u>2,650</u>
Total Fixed Assets	<u>20,670</u>	<u>23,799</u>
<b>Other Assets</b>		
Payments in advance	-	-
Receivables	-	<u>12,100</u>
Total Other Assets		<u>12,100</u>
<b>Total Assets</b>	<u><b>382,193</b></u>	<u><b>358,547</b></u>

**Migrant Information Centre (Eastern Melbourne) Limited ABN 27 084 251 669**

<b>Liabilities</b>	<b>2001/2002</b>	<b>2000/2001</b>
<b>Current Liabilities</b>		
Creditors	1,700	865
Grants in Advance		
DIMA Core Funding	73,103	66,428
DIMA CSS Funding	14,538	12,172
DHS PDA Project	55,137	89,884
DHS MEP	28,394	-
Vic Health	63,002	66,622
City of Boroondara	6727	4,872
City of Manningham	2,460	1,615
City of Knox	1,400	2,154
City of Whitehorse Viet Emp	4,130	-
Maroondah City Council	873	-
DIMIA IHSS Initial Orientation	3,733	-
DIMIA IHSS Proposer Support	3,112	-
Chinese Badminton	312	-
Dept Family & Comm Services	-	3,000
VMC	1,204	11,000
GST Liabilities		
GST Collected	25,955	16,973
GST Paid	-4,644	-4,400
Payroll Liabilities		
P.A.Y.G. Withholding	5,137	4,398
Holiday Pay Accrual	11,769	6,596
Sick Leave Accrual		<u>6,277</u>
Long Service Leave	<u>1,965</u>	-
Total Payroll Liabilities	<u>18,871</u>	<u>17,270</u>
Provisions		
Provision Auditor	2,650	
Provision - Recruitment	-	1,400
Provision - FBT	1,232	1,243
Performance Repair and Maint	3,072	-
Provision - Locum Position		<u>3,000</u>
Total Provisions	<u>6,954</u>	<u>5,643</u>
<b>Total Liabilities</b>	<b><u>306,960</u></b>	<b><u>294,097</u></b>
 <b>Net Assets</b>	 <b><u>75,233</u></b>	 <b><u>64,451</u></b>
Equity		
Retained Earnings	64,451	61,770
Current Year Surplus/Deficit	10,682	2,681
Historical Balancing	100	-
<b>Total Equity</b>	<b><u>75,233</u></b>	<b><u>64,451</u></b>

**3. CONSOLIDATED STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED JUNE 2002**

	<b>2001/2002</b>	<b>2000/2001</b>
	<b>\$</b>	<b>\$</b>
<b>Cash Flow From Operating Activities</b>		
Receipts from Government Grants	542,803	511,605
Miscellaneous Income	11,581	1,104
Interest Received	7,704	10,171
Payments to Suppliers and Employees	(516,505)	(409,255)
Net cash provided by/(used in) operating activities	<u>45,583</u>	<u>113,625</u>
 <b>Cash Flow From Investing Activities</b>		
Payment for property, plant and equipment	(6,708))	(5,509)
 Net cash provided by investing activities	<u>(6,708)</u>	<u>(2,066)</u>
 Net increase in cash held	38,875	108,116
Cash at beginning of period	322,648	214,532
 Cash at end of financial year	<u><u>361,523</u></u>	<u><u>322,648</u></u>

**Migrant Information Centre (Eastern Melbourne) Limited ABN 27 084 251 669**

**Notes to and forming part of the Financial Statements for the year ended 30 June  
2002**

**Note 1: Statement Of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial report preparation requirements of the Corporations Law. The directors have determined that the company is not a reporting entity.

The report has been prepared in accordance with the requirements of the Corporations Law, and the following applicable Accounting Standards and Urgent Issues Group Consensus Views.

AASB 1002:	Events Occurring After Reporting Date
AASB 1018:	Statement of Financial Performance
AASB 1025:	Application of the Reporting Entity Concept and Other Amendments
AASB 1031:	Materiality
AASB 1034:	Financial report Presentations and Disclosures
AASB 1040	Statement of Financial Position
UIG 35	Disclosure of Contingent Liabilities

No other applicable Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The report is also prepared on an accrual basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

**a) Property Plant and equipment**

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

*Property*

Freehold land and buildings are measured in the fair value basis, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

*Plant and Equipment*

Plant and equipment are measured on the cost basis.

### *Depreciation*

All Assets, excluding freehold land are depreciated on a straight-line basis over their useful lives to the company.

### **b) Leases**

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the company, are classified as finance leases. Finance lease payments are charged as expenses in the period they are incurred.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

### **Note 2: Allocation of Surplus**

	<b>2001/2002</b>	<b>2000/2001</b>
a) Capital Expenditures on computers, office equipment	8,339	2,681
b) Monies Carried forward for Service Brochures	2,343	
<b>Total</b>	<b>10,682</b>	<b>2,681</b>

### **Note 3: Members' Guarantee**

The company is 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 the meeting of outstanding obligations of the company. At 30<sup>th</sup> June 2002 the number of members was 67.

### **Note 4: Events Subsequent To Reporting Dates**

Since the end of the financial period there have been no events, which could materially affect the results of the company for the financial period, or its state of affairs at balance date.

**Migrant Information Centre (Eastern Melbourne) Limited ABN 27 084 251 669**

**Note 5: Cash Flow Information**

	<b>2001/2002</b>	<b>2000/2001</b>
a) Reconciliation of Cash		
Cash at Bank	\$361,523	\$322,648
b) Reconciliation of net cash provided by operating activities to operating surplus		
Operating Surplus	10,682	2,681
Non-cash flows in operating surplus		
Depreciation	9,938	8,953
Changes in Assets and liabilities		
Decrease/(Increase) in receivables	12,100	(10,017)
Increase/(Decrease)/ in creditors	835	865
Increase /(Decrease) in provisions	2,912	1,874
Increase/(Decrease) in Grants in advance	378	96,562
Increase/(Decrease) in GST	<u>8,738</u>	<u>12,707</u>
Cash flows from operations	<u>45,583</u>	<u>113,625</u>

Directors note that cash at bank includes grants received in advance.

**Directors' Declaration**

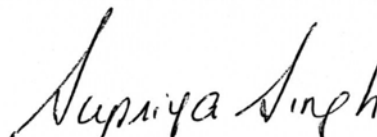
The directors have determined that the company is not a reporting entity. The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The directors of the company declare that:

1. The financial statements and notes:
  - a) comply with accounting standards as detailed in Note 1 to the financial statements and the Corporations Law; and
  - b) give a true and fair view of the company's financial position as at 30 June, 2002 and of its performance for the period ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
3.
  - a) the company has kept such accounting records that correctly record and explain the transactions and financial position of the company;
  - b) the company has kept its accounting records in a manner as would enable true and fair accounts of the company to be prepared from time to time;
  - c) the company has kept its accounts in such a manner as would enable the accounts to be conveniently and properly audited in accordance with Corporation Law; and
  - d) the accounts have been properly prepared by a competent person.

This declaration is made in accordance with a resolution of the Board of Directors.

  
Director  
Ms Julie Eisenbise  
Deputy Chairperson

  
Director  
Dr Supriya Singh  
Secretary

Dated this 9<sup>th</sup> day of October 2002

INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
MIGRANT INFORMATION CENTRE (EAST MELBOURNE) LTD  
A.B.N. 27 084 251 669



**R E N S H A W  
D A W S O N  
L A N G**

**C h a r t e r e d  
A c c o u n t a n t s**

60-64 Railway Rd, Blackburn.  
Telephone : (03) 9878 1477  
Facsimile: (03) 9894 1798  
P.O. Box 189, Blackburn, 3130.  
Renshaw Dawson Lang  
Pty Ltd ACN 006 634 028  
ABN 84 164 947 290

**Scope**

We have audited the financial report, being a special purpose financial report of the Migrant Information Centre (East Melbourne) Ltd for the year ended 30 June 2002. The company's directors are responsible for the financial statements and have determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the requirements of the Corporations Act 2001 and the needs of the members. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members of the company. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting requirements under the Corporations Act 2001. We disclaim any assumption of responsibility for any reliance on this report or on the financial statements to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1, so as to present a view which is consistent with our understanding of the companies financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

**Audit Opinion**

In our opinion, the financial statements of the Migrant Information Centre (East Melbourne) Ltd is in accordance with

(a) The Corporations Act 2001, including:

- (i) giving a true and fair view of the company's position as at 30 June 2002 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- (ii) complying with Accounting Standards, comprising AASB1025: Application of the Reporting Entity Concept and Other Amendments and other Accounting Standards to the extent described in Note: 1 and the Corporations Regulations; and

(b) other mandatory professional reporting requirements to the extent described in Note 1.

Renshaw Dawson Lang  
Chartered Accountants

M K Dawson  
Partner  
Signed at Blackburn, 9 September, 2002

**DIRECTORS:**  
Max K. Dawson CA  
Robert J. Lang CA  
Robert J. Hurrell FCA  
Fraser W. Holt CA  
Joel L. Hernandez CA  
Anthony J. Dunstan CA

**CONSULTANT:**  
William F Renshaw FCA

E-mail: [contact@renshawdawsonlang.com.au](mailto:contact@renshawdawsonlang.com.au) Website: [www.renshawdawsonlang.com.au](http://www.renshawdawsonlang.com.au)