Asylum Seeker Resource Centre Annual Report 2008/09



www.asrc.org.au



The Asylum Seeker Resource Centre is Australia's largest asylum seeker aid, health and advocacy organisation providing material aid, services and support to the most vulnerable and at-risk asylum seekers.

Since our doors opened in June 2001, the ASRC has cared for and assisted thousands of asylum seekers by providing material aid and support services. We are an independent, Victorian Incorporated organisation founded in response to the inhumane treatment of asylum seekers in Australia.

The ASRC receives 95% of its funding from donations, philanthropy and fundraising and 5% State government support. With fewer than 25 paid staff and over 500 volunteers we deliver over 20 programs to improve the lives of asylum seekers and refugees.

Asylum Seeker Resource Centre

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www.asrc.org.au





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Chair's Report



On behalf of the board of the Asylum Seeker Resource Centre, I present this year's annual report to our members.

Once again, I want to take this opportunity to thank all of the staff and volunteers of the ASRC for their commitment to the cause of asylum seekers, and the dynamic way that everybody associated with the organisation goes about their work. The board also wishes to extend its gratitude to all of our donors, from the general public who give what they can and provide such strong support for the cause, through to the philanthropic trusts whose contributions assist the ASRC to plan for the future. Without your support the ASRC would not exist, and we are truly thankful to everyone who has contributed to the organisation over the past twelve months.

In planning for 2008/2009, the board was mindful of a perceived shift in public sentiment in relation to asylum seeker issues. With the election and settling-in of the Rudd Labor government, the board was concerned that it might become more difficult to convince those outside of the sector that there was still much to do to assist asylum seekers in Australia.

With that in mind, the board planned and budgeted for a more conservative approach for this period, as well as a realignment of strategic planning for the ASRC. With the advent of the global financial crisis, the board became even more concerned that under these conditions, financial factors such as philanthropy and donations would need to be taken into consideration when planning the rest of the year.

I am happy to report that the ASRC is in an excellent financial position at the end of this financial year. Much of this is due to the commitment of the staff in their ability to make our funds stretch beyond all realistic expectations.

In the past twelve months, we have seen many positive changes to asylum seeker policy. The abolition of the temporary protection visas and an end to the 45-day rule have all contributed to a more humane approach to asylum seekers, which we are hopeful is indicative of a broader shift in attitudes toward asylum seekers.

Over this period, the board also commissioned research and policy papers on housing and legal issues for asylum seekers. The final reports were excellent examples of the wealth of knowledge that is present at the ASRC, and unsurprisingly, this expertise is often called upon by groups lobbying for change in this area.

Within the centre we have focused on a major strategic change away from the traditional welfare based model to a more progressive social inclusion model. This has come through the Social and Community Development Program, as well as the strengthening of partnerships with external agencies. My thanks to Kon and to the staff for implementing and facilitating this shift in strategic thinking.

At the end of the 2008 – 09 financial year, I stepped down as chair of the ASRC. I have been involved with ASRC for more than five years, been a board member for four years and chair for three years. In that time, I have seen the ASRC grow from a relatively small, cause-driven organisation to become Australia's largest provider of asylum seeker services.

During my time as chair, I have attempted to professionalise the board by focusing predominantly on governance matters, including strategic planning, refining policy, and instigating programs for staff growth and development, all the while focusing on ensuring that we remain a viable and effective organisation. The development of a staff advisory group, the creation of clear strategic priorities, and the management of risk have become critical elements of the role of the highly skilled and experienced board, which I have had the privilege to chair.

However, with the change in government and organisational focus, I believe that the ASRC will need to undergo substantial change at all levels. As such, I believe that this must involve significant stewardship from the board to facilitate these changes. With that in mind, I believe that it is an appropriate time for new leadership to advance this transformation. I am sad to be stepping down as chair, but will continue to support the organisation as a member of the board.

Dr Paul Harrison ASRC Chair July 2009

CEO's Report



The past year has seen the Asylum Seeker Resource Centre continue caring and advocating for people seeking asylum. It has been a year of extraordinary achievements for our organization but also one with many new emerging challenges to face.

The numbers tell only half the story but speak volumes for the amazing team of volunteers and staff that we are lucky to have. In this year we had asylum seekers from 57 different countries; 560 people presented for assistance; 596 people were medically cared for by our health service; over 15,000 hot meals were served; 204 people provided with counseling; \$80,000 worth of Met Ticket; more than 2000 legal advice appointments and over 150 people gained permanent visas, to name but a few of our achievements.

Beyond our direct grassroots aid and advocacy work the ASRC also continued to work from an empowerment model. We worked in partnership with asylum seekers to build life skills, pathways and connections that empowered people to take control of their own lives. We created linkages and connections with broader Australian society. We broke down barriers to employment and training by providing asylum seekers with free access to training from first aid, hospitality to food handling courses. We worked together with asylum seekers to help build life skills from teaching men how to cook through our men's cooking classes, women's groups, ESL classes, a soccer team, theatre group to computer literacy classes.

We continued to work at the coalface to protect the human rights of asylum seekers. We did this through direct advocacy, legal representation and policy and law reform work. We worked closely with key agencies at a national level to inform new policy directions and legislation. We also worked with partners and communities to create long – term solutions to help end the poverty and injustice faced by asylum seekers. We saw the end of the 45 day – rule and Nauru, both policies against which the ASRC has lobbied and fought.

We also provided a genuine way for the broader Australian community to participate in assisting asylum seekers through our Community Engagement Program. Whether it was our intake of over 300 new volunteers for the year, our hundreds of Food Action Network members or our Youth Engagement Programs; we gave people the chance to participate and make a difference. These participation pathways introduce people to the human face of asylum seekers and in doing so built greater respect, tolerance and understanding of cultural differences and helped promote a more harmonious community.

Despite the positive changes that have happened under the Rudd Government there is still a long way to go before asylum seekers get a genuine fair go in Australia. We want to see an end to Mandatory Detention and the closure of Christmas Island. We also want asylum seekers to all have the human right to health care, work, education, employment and a safety net.

The ASRC continues to be needed to respond to: the entrenched and long – standing nature of asylum seekers destitution and disadvantage; to provide integration services to mainstream services; to create pathways to education, empowerment and employment; to build the capacity, life skills and participation of asylum seekers in the community; and finally to work for an end to all forms of discrimination and inequality faced by asylum seekers.

We continue to dream of the day where we are no longer needed and can close our doors. Hopefully this coming year will bring us closer to this dream. Until then thank you again to my brilliant paid and unpaid staff for their passion, loyalty and dedication to creating a more just world. Finally my biggest thank you goes to the people who seek asylum. Their courage and struggle to be free inspires and humbles me in equal measures in every moment there is....

Kon Karapanagiotidis CEO

Asylum Seeker Resource Centre

ASRC Campaigns

We began the 2008 - 2009 year with high expectations for change. This year we saw an end to Temporary Protection visas (TPV)s. The ASRC has campaigned along with other agencies for the repeal of this visa since 2004. Its demise means that refugees are now able to reunite with their families instead of enduring years of separation.

A surprise result was the abolition of detention debts. The ASRC started its campaign against detention debt in March 2008 with media stories and lobbying on an individual case which highlighted the unfairness of the policy. We worked with external groups in a successful partnership that brought about systemic change to a policy which was introduced in 1992.

The Right to Work campaign has finally yielded results after years of effort. This has been a long term campaign in which we have collaborated with our sister agencies. While the change in policy is more than welcome, it is disappointing that it comes at a time when jobs are scarce. Asylum seekers continue to need our support for food and shelter to survive.

Thus the program goals for 2008/2009 in which we saw success were:

- Ending Temporary Protection (TPV)
- Getting the Right to Work for asylum seekers
- An end to the policy of charging people for their Detention.

We also saw success in individual cases where advocacy on behalf of members ensured that their human rights were respected.

We continue to work towards:

- The end of Mandatory detention. The governments commitment to this policy continues to challenge us. To this end we put in both a written submission and verbal submissions as evidence to the Parliamentary Inquiry into Detention..
- A Human Rights Charter by contributing evidence to the Human Rights Charter campaign.
- The end of the current policy of warehousing refugees in Indonesia
- Supporting families in Australia to reunite with their relatives who are warehoused in Indonesia by campaigning for resettlement from Indonesia.
- The closure of Christmas Island Detention facilities and the excision legislation which denies asylum seekers access to a fair process.
- Working in collaborative ways with sister agencies and community groups to further our campaigns for change and securing basic human rights such as access to housing and health care. The ASRC Position Papers on Housing and Legal policies contribute to advancing human rights in these areas.

In the 2008 – 2009 year, the ASRC Campaigns Program continued to raise awareness of the human rights abuses experienced by asylum seekers. We worked to keep these issues in the public and political domain through radio, television and print media.

We educated the community about the issues faced by refugees and asylum seekers by giving talks, screening films and organising activities for business, university, school and church groups. Engaging the community in



these ways garners practical support such as donations of food and money but also helps to change minds and encourage support for refugees and asylum seekers..

We worked with the Refugee Council on new policy directions and legislation at a national level. We participated in the monthly national teleconferences, met with our NASAVic partners and the Christmas Island stakeholder meetings both on Christmas Island and in Canberra. We joined the sector in lobbying and advocacy on key asylum seeker and refugee issues in Canberra.

The human rights challenges we face in the future are in both on and off-shore policy. On-shore in Australia, we continue to confront the policy of mandatory detention and monitor those held in detention through our detention visitors program. The fight for full human rights for asylum seekers is not over while asylum seekers are homeless and hungry in the community. There are changes underway but these are not available to all. The ASRC continues to represent the need for asylum seekers to have access to the food, shelter and security that most Australians take for granted.

The off-shoring of detention and warehousing of refugees in Indonesia represents a great threat to human rights. Our campaign against these practices is just beginning. As with the Christmas Island and Drop Detention Debt campaigns, the ASRC is pro-active in highlighting human rights breaches which have not yet come to mainstream attention.

Our campaigns are informed by asylum seekers and refugees who contact us with their concerns. These issues alert us to the underlying systemic problems which disadvantage them. We have been contacted by people locked up in Indonesian jails, detention centres and hostels funded by Australia. Their Australian relatives also seek our help in locating family members who are warehoused in Indonesia or who are lost having left on boats and then disappeared. We have also been asked for help from people who have been returned and through international links been able to refer to lawyers and human rights organisations in home countries.

The ASRC is alerting both the community and political decision makers of this human rights crisis. Out of sight is not out of mind for the ASRC as we campaign and lobby for a settlement solution for these refugees.

The ASRC Campaigns program continues to fight for human rights for refugees and asylum seekers.

Casework

Many new faces

This year has been one of great change, growth and movement for the Casework Program. Through a team 60 committed volunteers, the Casework Program continued to work with women, men and children seeking asylum from across the globe.

In addition to existing members, casework volunteers assisted 557 new people seeking asylum. Two major events contributed significantly to the increase in numbers of new asylum seeker members in 2009. World Youth Day and the Homeless World Cup combined saw 81 individuals seeking assistance from the ASRC's Casework Program.

Amazing administration developments

Increased numbers of people seeking asylum saw the need for improved database and information management systems. Under Amy Frew's leadership the casework administration volunteers have made vast improvements to the administration of the Casework Program, including the recruitment of enough administration volunteers to provide support to the casework team on a daily basis. In addition, the casework database has been modified and expanded to be rolled out organization wide. The task of undertaking casework administration is largely a thankless one and we wish to acknowledge the tremendous work of this team who unassumingly provide vital support week in, week out.

Staff changes

There were a number of staff changes this year with Casework Coordinator Heidi Abdel-Raouf leaving the Casework Program after 3+ years of coordinating it. The Casework Program would like to recognize the great leadership that Heidi provided, especially in the development of a new casework model moving from a drop-in service to each member having an allocated casework volunteer. The conclusion of Heidi's role as Coordinator also saw her author a welfare position paper to be released late 2009. Thank-you Heidi, we miss your humour, your infectious, big laugh and your dancing!

The ASRC also saw the departure of the wonderful Rui Santos, who has a long history of work with the ASRC and a great deal of expertise in this sector. Rui worked with many people in highly complex situations, with a particular focus on working with people at the end stages of the refugee determination process. Rui's learnings from this work continue to inform and benefit the Casework Program. Thank-you for your wisdom and compassion Rui.

Sherrine Clark and Chanelle Burns commenced in December as Casework Coordinator and Duty Intake Coordinator respectively. Sherrine and Chanelle have brought a wealth of knowledge from the Family/Mental Health Services field and Refugee Minor sector. Sherrine and Chanelle are a dynamic duo providing many new systems, initiatives and strong leadership for the ever growing Casework team.

Focus on advocacy

Whilst busy with the day-to-day work of providing casework services for people seeking asylum, the Casework Program has placed an equal emphasis on strong welfare advocacy. This is undertaken through lobbying and partnership building both within the sector and through external mainstream agencies.

This was highlighted well during the Homeless World Cup when the ASRC was the lead advocacy agency in

ensuring good welfare outcomes for asylum seekers. The ASRC worked closely with other NASAVic agencies, mainstream services and relevant government departments resulting in good housing and welfare outcomes for over 40 people who sought asylum at this time.

The Casework Program has been particularly vocal in advocating for the housing needs of asylum seekers. The ASRC was involved in founding the Housing Coalition for asylum seekers amongst NASAVic agencies. This has resulted in the successful lobbying for some funding to provide crisis accommodation and the development of updated protocols for asylum seekers with a mainstream Housing Service. The ASRC's report; "Locked Out – position paper on homelessness of asylum seekers living in the community" was completed by Johanna Burns in early 2009.

Thank-you

The ASRC Casework Program is sincerely grateful for the generous support of the William Buckland Foundation and the Bennelong Foundation who are the primary funders of this program. The Casework Program would also like to recognize the incredible commitment of its volunteers whose passion and dedication are second to none. The Casework Program simply could not exist without this incredibly talented team.

Looking forward, we hope to continue our work in affirming the dignity of asylum seekers both at the coal face and by advocating strongly to meet the basic needs of the people we call asylum seekers.

Catering

ASRC Catering is a social enterprise established in May 2005 by the Asylum Seeker Resource Centre to employ asylum seekers who have the right and the capacity to work. All surplus funds generated from the catering business go towards supporting asylum seekers who do not have work rights and who are unable to access Federal Government services.

The program aims to:

- Provide pathways to further employment opportunities for asylum seekers through education, training, and hands-on work experience
- Raise community awareness about asylum seeker and refugee issues
- Show how asylum seekers make a positive contribution to our society

Achievements this year

ASRC Catering has gone from strength to strength during the 2008-2009 financial year doubling its 2007-2008 turnover and employing many more asylum seekers. From the kitchen in North Fitzroy, the program has catered for over 200 events, including the three-day Australian Theatre Forum and the Engineers Without Borders Conference for the third year in a row. Other catering events have included cocktail parties, annual general meetings, art gallery openings and weddings. We are the preferred caterer for a number of organisations including Macmillan Education Australia, Melbourne University, Amnesty International, Melbourne City Libraries and the Maribyrnong City Council.

We were invited onto the Channel Ten morning show "9am with David & Kim". They ran a five minute segment on ASRC Catering that showcased the food we serve, what our aims are and who we employ. We have already had catering enquiries as a result.

ASRC Catering now provides the ASRC with a range of take-away meals which are replenished each Monday. These take-away meals, soups, dips and sweets have proven to be very popular, not only with ASRC staff, members and volunteers, but also with local businesses. This take- away food initiative now provides regular employment for a number of asylum seekers.



Staff

ASRC Catering employs a part-time manager for 23 hours per week and a mentoring/training chef, Cathy Maguire, for 32 hours per week.

The future

ASRC Catering continues to offer short (but regular) periods of employment to asylum seekers. With repeat custom and a steadily growing client base, we hope to increase those employment opportunities in the coming year.

Our new website is proving to be a great success and we have had very positive feedback from the customers who access it. Our web address is www.catering.asrc.org.au

We have created a range of spices which we currently sell through the ASRC and hope to sell through other outlets across Melbourne.

We will continue to run cooking classes. Our cooking classes have been a great success both financially and in terms of the enjoyment experienced by all the participants.

Finally, we anticipate that turnover will increase this coming year as a result of more uniform branding and marketing. The Catering Program has been a true success story for the ASRC.

Caroline Sturzaker ASRC Catering Manager

Counselling Program

Background

The ASRC Counselling Program is a unique and dedicated counselling service providing specialist pro bono counselling and mental health services for asylum seekers in psychological distress. We are partially funded by philanthropic trusts and receive the support of many dedicated and professional volunteers. Our clients' stories are ones of unthinkable persecution, war, torture or trauma and their psychological/psychiatric problems range from mild to severe.

At the same time, the process of exercising the right to seek asylum is often a significant traumatic stress in its own right. Arriving in a new country following a traumatic loss, without choice, without language, family or social support often shocks the individual to the very core. From this fragile state, loneliness, isolation and demoralization soon translate to mental illness. The asylum seeker soon realises that their basic right to access medical treatment has also been taken away, and so the existing problems escalate. Then there is the realisation that many other basic human services are also denied (such as the right to work, the right to seek healthcare and the right to access legal representation) so what little confidence remains can become extinguished. It is easy to see that for this client population with such complex social, psychological and psychiatric needs the future often looks and feels hopeless.

Services

The ASRC Counselling Program attempts to alleviate some of this psychological distress. We provide programs and services that help children, young people, adults and families develop opportunities for renewal, building healthy relationships, resilience and connectedness within their new communities. Independence and flexibility has been one of our strengths and allows us to respond to the needs of asylum seekers as they arise. We operate like a fully integrated counselling service providing:

- A general counselling program for long term counselling and assessment for individuals, children, couples or families
- A psychiatric service for assessment and treatment
- Counselling and psychiatric report writing for legal services, funding applications etc
- Counsellors assisting a Wednesday night legal support clinic for asylum seekers who meet with lawyers to tell their story or hear news about their application
- An out of hours clinic on Saturday mornings with counselling and psychiatry for asylum seekers.
- A Kidszone and Teenzone program for young people of all ages
- A Professional de-briefing service for all ASRC staff and volunteers
- A Training and development program for counselling and ASRC staff

Referrals

Our clients come to the program from a variety of sources including ASRC casework, ASRC health, ASRC legal, Red Cross, Hotham Mission, other asylum seeker agencies, such as Baptcare Sanctuary and The Asylum Seeker Welcome Centre, and occasionally a local MP or self referral. We also pick up a number of referrals waiting for services with the Victorian Foundation for the Survivors of Torture (Foundation House). These clients often present in crisis at our centre as they attend other services for food, health or social and recreation.

Staffing

We are fortunate to receive the pro bono services of 10 psychiatrists, over 20 counsellors (including psychologists, social workers, family therapists), two professional supervisors and one researcher. General counselling program volunteers usually offer half a day mid week, evenings or Saturday morning whilst supervisors provide three hours group supervision once per month and report writing psychiatrists and off site de-briefing counsellors offer ad hoc services.

The paid staff have shared the locum position of counselling co-ordinator, as well as, having their own counselling case-loads with Jillian Smith (three days), Anne O'Connor (two days) and Cynthia Foa (one day).

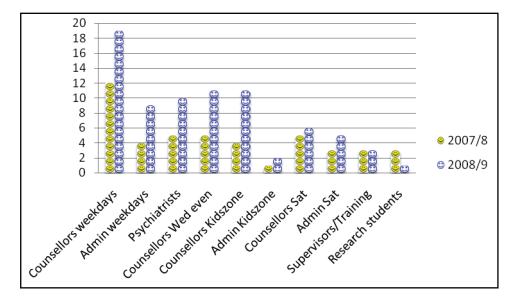
Together this group of highly skilled professionals offers evidence-based expertise in individual, couples, families, men's issues, child and adolescent mental health, trauma counselling, narrative therapy, family therapy and psychotherapy.

We are supported by sixteen caring and compassionate administration staff from many walks of life. Our team is strong and supportive with a shared commitment towards the improved human rights of asylum seekers.

Statistics - Growth

In the past twelve months our program's volunteer base has nearly doubled and we have had a greater number of referrals. In the general program, twenty counselling and psychiatry workers saw 204 new clients, plus continued to support on-going clients and meet crisis drop-ins (both old and new clients). Locum coordinators Jillian and Anne have put in efforts to expand the program, maintain this workload and induct and support our new volunteers.

Staffing Growth 2007/8 to 2008/9



Number referrals by type 1/7/08-30/6/09

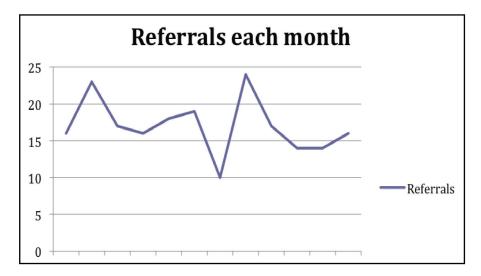
Type of referral	Number
Counselling referrals	204
Psychiatry report requests	24
Counselling report requests	35
Kidszone / Teenzone referrals	3

The program has grown significantly since it began. Starting with 10 referrals (2003), then 43 (2004), rising to 174 (2007) and 175 (2008), and finally 204 this last year.

Statistics - Consistency

The number of referrals by month over the past year shows that the demand for counselling services is strong and constant over time. There were some spikes in August (23 new clients) and February (24) and we rarely enjoyed a 'quiet' month. The minimum number of referrals in one month was ten in January, however, this was also ten days shorter due to the Christmas break.

Given that our clients are mostly medium to long term, each new referral brings the challenge of accommodating immediate and often urgent needs whilst continuing to support our existing clients. Often this becomes quite a complicated intake management process.



Number of counselling referrals July 08 – June 09

Nature of Referral

As well as a consistency of new clients, at least half our referrals over the past twelve months have been rated as 'medium to high' which indicates complex needs or suicidality (usually both). Without the typical support of Medicare and community mental health services our volunteer team and four part-time staff treat extremely traumatized people. Common difficulties are:

- Trauma / PTSD related to an unresolved refugee determination process
- Trauma / PTSD related to an incident in country of origin or here in Australia
- Major depression and anxiety related to both of the above
- Complicated grief and loss related to separation from loved ones
- Family issues related to separation from loved ones
- Gender issues and abusive situations

No one in crisis is turned away

ASRC Counselling and Foundation House are the only two organisations offering free professional counselling for asylum seekers. The volunteer driven ASRC Counselling Program does not turn away a person in distress. Without this vital safety net provided by ASRC counselling, severely unwell asylum seekers would be left to seek treatment alone or with the over burdened public mental health system.

It is not uncommon for counsellors to be called upon to work out of hours and over weekends because of the complex nature of client needs. Monitoring hospitalisations and safety plans is often part of the responsibility we hold.

Value of pro bono services

It is estimated that the monetary value of the pro bono counselling services we provided last year was almost \$1 million against a cost of \$146,000 in wages and interpreter bookings. This is a conservative estimate and does not reflect the high volume of crisis / incidental counselling that occurs daily around the centre, with dropins on weekdays and working with clients at risk over weekends. As our client work requires comprehensive understanding of a client's problems/situation our interpreting costs (\$24,000 last year) are critical to quality service provision.

Training and Professional Development

The ASRC Counselling program recognises the need to maintain quality standards according to both our relevant professional registration bodies and ethical requirements. The aim is for all counsellors to be skilled and competent using evidence-based research frameworks, and to provide a quality service that at least meets the minimum standard of other counselling agencies. Our co-location with other programs poses both benefits and challenges to be met in terms of maintaining this quality. To this end we have established a dedicated training and development position to provide an induction manual, a professional development program and ongoing policy development towards improved advocacy for the mental health needs of asylum seekers. So far this position has run internal counselling professional development workshops on trauma counselling (Di Gabb) and skills based training for the material aid program (Anne O'Connor).

Research

Deborah Hocking, doctorate student of Victoria University, partnering with ASRC Counselling is undertaking research on distinguishing between demoralization and depression for asylum seekers as a function of the refugee determination process, and is collecting some rich data for our future use. Deb is half way through her data collection and will be able to produce some preliminary results very soon.

Achievements in last twelve months:

- Volunteer recruitment was doubled
- Volunteers inducted and trained
- Participated in ongoing strategic planning for ASRC
- Established buddy system for Wednesday night legal support volunteers who often work in isolation from the general program
- Carried out research data-collection on demoralization and depression in asylum seekers
- Worked collaboratively with Casework, Health and Material Aid programs in a coordinated approach for at risk clients with complex needs (e.g. the special assistance register)

Future Directions / Strategic plan

The aim of the counselling program in the next year is to continue responding to the critical mental health needs of asylum seekers in a flexible and compassionate manner so that we can be accessible to clients at all stages. We are planning to have a new dedicated co-ordinator for the program and so anticipate actively engage in the advocacy and policy debate around asylum seeker mental health. We will be reviewing our model of service delivery to account for the often crisis driven nature of the work. Other services of interest may include trialling a relaxation skills program that is developed and ready to go. A range of policies and protocols around the quality and process of our work will be reviewed. We are looking forward to establishing a community network to support client transition and our research will continue to inform and support the program's objectives.

Thanks

And finally, the warmth and support provided by our dedicated team will continue to strengthen families, provide excellent service delivery and celebrate the gains, transitions and journeys ahead. We are both proud and grateful for the support of our program members. After a period of change we have successfully regrouped and continue to be thankful for the generous assistance of the Collier Charitable Fund for counselling coordination and The Myer Foundation for interpreting.

Anne O'Connor on behalf of the Counselling Program Coordination team (Cynthia, Jillian and Anne)

Employment Program Report

ASSET - ASYLUM SEEKER SERVICE FOR EMPLOYMENT AND TRAINING

ASSET assists clients with all aspects of employment seeking, from resume writing and interview skills through to training opportunities and social enterprises. The service aims to empower its clients through education and employment. It is our ultimate intention that our clients will leave our program, not only with the permanent employment they desire, but also with the skills and abilities to successfully find and maintain long-term employment in Australia.

ASSET would like to thank all its volunteers for their dedication and resourcefulness in a very difficult year for employment. We would also like to thank WISE Employment for its generous funding of our program, which has enabled us to assist over 600 asylum seekers since 2004.

CLIENT DATA

During the period 2008-2009, 253 referrals were made to ASSET. The 'day' program currently has 94 clients on its 'active clients' list (people assisted in the last 3 months.

DEVELOPMENTS 2008-2009

Staff Changes

In February 2009, the co-coordinator of ASSET, Sophie Dutertre, vacated her post to pursue a management position with Jesuit Social Services. Gavin Ackerly, who had been job sharing with Sophie, took on a full-time position as sole coordinator of ASSET.

The ASSET team would like to take this opportunity to express their deep gratitude to Sophie for her tireless and innovative work in creating and developing the Asylum Seeker Service for Employment and Training - the pioneer of asylum seeker employment services in Australia.

Program expansion and restructure

From its inception, ASSET was structured so that the coordinator was charged with undertaking the majority of the program's operations. The fulfilment of each of these important responsibilities required not only time, but also specialist knowledge and skills. Therefore a decision was made in early 2009 to 'decentralise' ASSET into subsidiary units so that greater focus could be applied in these areas of need.

The process involved utilising the vast skills and knowledge of ASRC volunteers by giving them management responsibilities at a unit level. These 'unit managers' are now responsible for the day to day operations of their particular area of focus under the direction of the ASSET coordinator.

INTRA-PROGRAM REPORTS

Wednesday Night Clinic - Unit Manager - Sophie Dutertre

In early 2009, ASSET opened a Wednesday night service for Permanent Residency visa holders to provide career counselling and employment advice. As the ASSET 'day' program only works with asylum seekers, clients who obtain Permanent Residency can no longer access its services. Despite being entitled to the Federal Government's Job Network, many have found that their employment assistance needs have not been met.

The Wednesday night service operates very differently from the 'day' program, in that it only sees clients once or twice, for an hourlong counselling session, to help them determine the best course to follow towards sustainable employment.

The Wednesday Night Clinic has assisted 48 clients since it started.



ASSET Cleaning Link - Unit Manager – Brian McManus

To create more employment opportunities in a tougher economic environment, ASSET established a domestic cleaning and gardening enterprise, ASSET Cleaning Link, in early 2009. This service links asylum seekers with customers based on required skills and geographic location. The model has proven to be very successful, with the customer base expanding rapidly. Since March, ASSET Cleaning Link has linked 13 clients with 28 customers to provide regular work and income on a weekly or fortnightly basis.

Reverse Marketing Unit - Unit Manager - Bill Haebich

ASSET's Reverse Marketing Unit commenced at the end of October 2008. The aim of reverse marketing is to establish relationships of trust and goodwill between ASSET and selected employers to provide a regular conduit to work for asylum seekers. The current economic climate makes this difficult work. So far, however, the unit has been able to place asylum seekers through Blue Cross (aged care), The Convent Bakery, City Wide (cleaning and labouring) and Medirest (catering and cleaning). Reverse Marketing also played a principal role in creating ASSET's new employer and client databases.

Work Experience Program - Unit Manager - Sheelagh Purdon

The Work Experience Program started up in March 2009 as a response to the difficulties ASSET clients were encountering in securing work due to their lack of Australian work experience. The program places job seekers in structured hands-on training internally at the ASRC and externally with local businesses.

To date, the following work experience placements have been made:

- 4 clients training in the ASRC Kitchen
- 1 client training in commercial cleaning with Calvary Silver Circle, a home support service provider
- 1 client training in the IT department of Citywide, an environmental and civil infrastructure services company

Education and Training Unit - Unit Manager – Joan Taylor

The newly formed Education and Training Unit was developed to overcome the barriers to education faced by asylum seekers, namely being charged exorbitant international student fees due to their ineligibility for government subsidised courses. To this end, the Education and Training Unit develops relationships with TAFE Colleges and Registered Training Organizations who offer fee waivers for asylum seekers. During this second semester, more than twenty asylum seekers will be studying certificate level programs in areas such as Aged Care, Children's Services, Bilingual Community Work and English as a Second Language.

The Education and Training Unit is also responsible for internal group training in Job Searching, Interview Skills and Cover Letter writing. These informative and practical workshops are facilitated by Jane Madden and run monthly.

Other In-House Training

In addition to the training run by the Education and Training Unit, ASSET provided the following group training:

- Workplace Hygiene (Food Handling) Cert I, First Aid Cert II both facilitated free of charge by RTO Encompass Community Services.
- "Red Card" (OH&S ticket for construction sites) training facilitated by the CFMEU.

CHALLENGES 2009 - 2010

Global Economic Crisis

Over the last year, 200,000 full-time jobs have been lost in Australia. The economic downturn has hit the job market hard, especially in those areas of factory and hospitality work, which are traditionally suited to asylum seekers. While, on a mainstream level, the Federal Government is focussing its resources to deal with the problem, Asylum Seekers are still not eligible for any government employment assistance.

As a result, ASSET is experiencing an increasing demand on its services. Not only do its current clients need more long term, intensive support, the program is also seeing many 'old clients' returning for assistance after losing their jobs to the economic downturn.

End of the '45 day rule'

While the long awaited end to the '45 day rule' was greatly welcomed, the regulation change will result in a significant increase in the numbers of asylum seekers being referred to ASSET. Unfortunately, this is at a time when the program is experiencing considerable pressure on its services due to the Global Financial Crisis and declining employment opportunities.

THE COMING YEAR

For the coming year, ASSET will continue to focus on forging and strengthening relationships with local businesses and education providers to develop structured pathways to employment for our clients. We will also continue to develop our social enterprises such as ASSET Cleaning Link. It is hoped that these measures will not only create more immediate employment opportunities, but will also stand us in good stead as the Australian economy begins to recover.

Gavin Ackerly ASSET Coordinator

ESL Program

The ESL program is run by a team of volunteers who are qualified and experienced teachers. We offer all ASRC members tuition in English language, and provide classes each morning of each weekday. We assist members to improve their English language skills in conversation, listening, understanding, reading and writing - to assist them to adapt effectively to their new environment. We provide small-group tuition for beginners, intermediate and advanced learners, with an average of three tutors per session.

For most of the 2008-2009 period the ESL Program averaged between 18 and 28 students each day. Some members attend on 2 – 3 days while others only make it to one lesson per week. In total, more than 120 learners have attended one, some or many classes over the past year, the large majority being referred via Casework. Some members attend on a short term basis while finding classes in their local area. Others drop out for health, financial or family reasons. Some members cannot afford to travel to the ASRC every day. The members who participate in the ESL Program come from many different countries, particularly Africa and the Middle East. Some arrive with no English at all, whilst a good number have received some education in English in their home country.

Quite recently our numbers dropped considerably and we have now settled to an average of 10 - 12 learners per session. We suspect this drop came about because clients obtained permanent residency entitling them to the (government funded) 510 hours of free English lessons provided by AMES. Another reason could be that a number of neighbourhood houses are offering free English lessons to asylum seekers, enabling them to attend in their local area.

We discontinued our Wednesday evening class in response to very low numbers. The limited attendance may have been due to our adding a Wednesday morning class at the beginning of 2009, or is possibly the result of students finding evening English classes in their local area. Since all weekday sessions are now well attended we have settled into these five daytime classes per week. That said, we are open to organizing additional classes on request to help members prepare for employment, improve English conversation skills or for other specific purposes. The ESL Program works closely with the Home English Teaching Program and this collaboration has proven invaluable. Regularly liaising with Sue Nash has enabled us to deal effectively with referrals from Casework. Sue also does a great job in keeping our small English library/resource area in order with both programs adding to and sharing these resources.

The ESL program is largely self-managed. The program coordinator is ably assisted by a group of wonderful volunteer teachers, some 12 – 15 over this period. Our entire program operates on a budget of \$1000 per annum and this sum is always spent on new resources. Our volunteer staff remained relatively stable over the 2008-2009 period but we do have the assistance of a small number of "emergency tutors" who step in when the regular volunteers are away on leave.

Each teaching day has a "Day Coordinator" whose tasks include greeting and assessing new students, keeping a daily roll, and supervising the issuing of MET tickets to enable students to travel to the ASRC. The ESL Program volunteers are a privilege to work with. Organising our roster is a simple task because all our volunteers are so supportive and generous with their time.

Many thanks to the brilliant volunteer teachers and emergency tutors!

How we all look forward to the day when we are no longer needed! A time when asylum seekers will be provided with all of the essential services needed to enable them to settle and enjoy their new lives in Australia. Until that day the volunteers at ESL will keep on doing their best to teach and support our ASRC members.

Val Campbell Coordinator





Foodbank

Foodbank increases support from 110 per week to 145 families per week

The workload of the Foodbank has increased considerably in 2008-2009. In the previous financial year the Foodbank provided an entire week's supply of groceries to an average of 110 families each week. In 2008-2009 that number increased to 145. There has been a concurrent rise in the price of groceries as we all know, and the Foodbank has only managed to continue its crucial work thanks to the incredible support of the Food Action Network. The Food Action Network is a loose affiliation of food based charities, schools, churches, workplaces, refugee support groups, groups of friends and individuals that donated over \$110,000 worth of food (calculated from donor estimates at the time of donation) in 2008-2009. Added to the Foodbank budget of \$70,000, this has more than doubled the amount of food that the ASRC is able to provide to asylum seekers on a weekly basis. As in previous years, around 75% of these families have no work rights in this country and receive no form of welfare; they have no income.

In early 2009 the Foodbank coordinator commissioned and participated in a state government funded feasibility study into a not-for-profit grocery store for members of the public (full price) and asylum seekers (heavily discounted price). The concept looks sound and of potentially great benefit, but there is insufficient room for it at the current site. The search continues to find an appropriate venue as close as possible to the ASRC.

I would personally like to thank the RE Ross Trust, the Sisters of Charity Foundation, and the Marian & EH Flack Trust for funding the position of Foodbank Coordinator. In addition the Foodbank received a grant from StreetSmart (www.streetsmartaustralia.org) to install a cool room which will be kept well stocked with a wonderful supply of fruits and vegetables by food-based charities FareShare (www.fareshare.org.au) and SecondBite (www.secondbite.org).

As important as the Food Action Network and philanthropic support, is the work of Foodbank's 45 volunteers. The tens of thousands of hours contributed by this skilled and motivated group is at the core of any good done by the Foodbank. The volunteer team enables Foodbank's goal of good nutrition, fairness and dignity to be a reality.

Patrick Lawrence Co-ordinator



ASRC Fundraising Program

Each year, the ASRC must raise over \$1.5 million to provide its current breadth of quality services. Funds are primarily raised through donations, grants and sponsorships from individuals, companies and philanthropic bodies, income from ASRC Catering (social enterprise) and other initiatives of the ASRC Fundraising Program.

The ASRC works to a policy that all funds raised through public donations are dedicated to critical supplies (food, medicine, and basic necessities) and direct support for asylum seekers. General operating costs are covered through activities of the Fundraising Program (events, merchandise sales, direct mail, etc). Many of the salaries and on-costs are covered by grants from sponsors and philanthropic organisations, which are obtained by the Fundraising coordinator and program volunteers.

The Fundraising Program is central to the organisational strength of the ASRC. The success of the program is critical to the ASRC's forward capacity to achieve continuing financial stability and sustainability while meeting the ever-increasing daily demand for aid, services and support.

Mindful that philanthropic funding will likely diminish as the organisation becomes more established, the ASRC recognises that it is imperative to plan and act now to ensure the financial security and sustainability of the ASRC in the future.

Therefore, the organisation, through the work of the Fundraising Program, is actively building its self-sustainability through a series of strategic initiatives. It is committed to continuing to build its financial independence and is focused on developing and expanding each of its revenue raising activities.

Goals of ASRC Fundraising

The overall goal of the Fundraising coordinator is to build the active supporter base of the ASRC in order to achieve a substantial and sustainable increase in untied, ethical revenue. This can be broken down into five smaller strategic goals, all of which boost the strength of the organisation.

- Seek new, as well as enhance existing, ethical revenue streams to ensure the future sustainability of the ASRC
- Work in a collaborative and inclusive way with ASRC staff, volunteers and the wider community to explore and implement new and innovative ways to fundraise
- Increase numbers of active donors on the database by acquiring new donors and reactivating lapsed and "never given" donors
- Strengthen and consolidate existing relationships with supporters (including philanthropic trusts, individuals, organisations, etc)
- Raise profile and awareness of ASRC in the community to boost volunteer and external fundraising support

Successes of the past 12 months

- Continuation of Direct Mail calendar to include regular appeals
- Recruitment of approximately 1000 new donors through acquisition campaigns
- Increase in number of monthly pledge donors
- Extended fundraising event calendar boosting income and profile of the ASRC

- Extension of Workplace Giving Program to enhance corporate giving
- Creation and maintenance of digital database of supporters incorporating segmentation and reporting functions
- Assisted in the production of more professional marketing collateral
- Improved communication with existing supporters, including more efficient thanking and receipting
- Improved processes and procedures to boost efficiency and track income sources and trends
- Philanthropic trusts continued to submit applications for funding with more than half of all applications resulting in a grant
- Merchandise sourced and/or produced a range of Australian made, ethically produced merchandise which has been successfully marketed in annual Christmas catalogues

On behalf of the team at the Asylum Seeker Resource Centre and the thousands of people we help, I would like to thank all of our supporters for your overwhelmingly generous assistance over the past 12 months.

Your gifts highlight the generosity of spirit of people in our community and the commitment many people have to making a difference in the lives of others.

With the continued support of caring Australians, along with the dedication of our staff and volunteers, we will be able to continue to provide quality services to meet the range of needs of each individual person and family we support.



ASRC Health Program

Our Work:

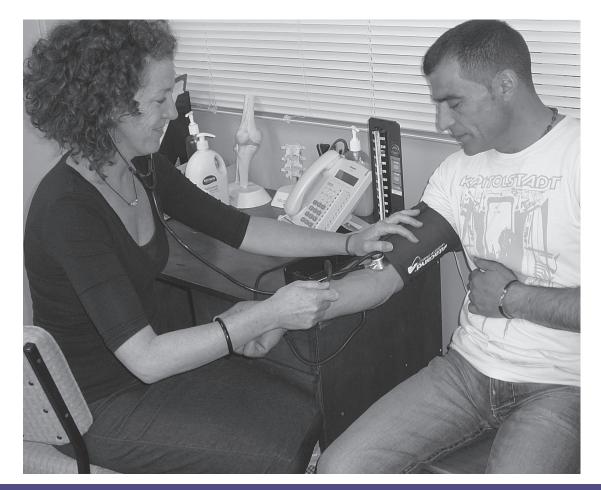
The ASRC Health Program is the only five day per week primary health care provider to hundreds of Victorian asylum seekers and the only specialised health centre of its kind in Australia. Typically, presentations to the clinic are for medical treatment, medication and medical reports. Referrals frequently come from within the ASRC and external asylum seeker support agencies, including government-funded programs trying to initiate free care or ongoing treatment when access to income and mainstream health care services has been severed.

The ASRC Health Program operates the clinic similarly to a busy community health centre, thanks to the volunteer work of thirty five qualified health practitioners who donate their time in their area of expertise, such as GP, nursing, physiotherapy, diabetic education, and a range of complementary therapies and massage.

An additional salaried four-day community health nurse (CHN) position was funded by the RE Ross Trust in July 2008. This position compliments the two-day CHN position, creating a salaried health team comprising an excellent skill mix and allowing for a delineation of responsibilities.

The ability of the health practitioners to make clinical diagnoses and treatment decisions would be very difficult without access to diagnostic testing. The ASRC Health Program is reliant on pro bono service providers for pathology, radiology and optometry.

Clients who are denied Medicare entitlement cannot access the Pharmaceutical Benefits Scheme and prescription medication must be purchased on the behalf of destitute clients at the full commercial cost. Many



medical centres around Melbourne donate a range of pharmaceutical 'sample packs'. Nevertheless, the current cost of supplying clients with medication has been approximately \$35,000 per year. The purchasing of spectacles, medical supplies and stock for the clinic costs approximately \$5,000 per year.

The Colonial Foundation has supported the vital work of the ASRC Health Program since 2004. The Colonial Foundation funds the medical budget and full time salary of the health coordinator. The role of the Health Program coordinator is to oversee the continuity of program operations and the wider issues of advocacy, coordination, and collaboration with external agencies and networks.

Statistics of the ASRC Health Program service provision

In the years 2006-2008, the number of asylum seekers utilising the ASRC Health Program rose significantly to 600 clients per year. This placed an excessive burden on the clinic's resources. In mid 2008, a more active approach was taken to transfer asylum seekers and those who had gained temporary and permanent resident visas onto mainstream services. Clients were assessed for having financial support and their ability to access the public health care system. This approach was effective in reducing the number of clients to 505 for the financial year of 2008-2009.

Of concern were the 182 new presentations requiring the free initiation of intensive and urgent medical care while awaiting placement onto the government funded Asylum Seeker Assistance Scheme (ASAS). Although ASAS caseworkers refer their clients to the ASRC Health Program, ASAS did not financially assist or reimburse the ASRC Health Program during this period.

Also of great concern is the number of Health Program clients who have been asylum seeking in Australia for several years with complex health and mental health issues whose only access to health care is through ASRC charity resources.

Though the number of clients accessing the program was successfully reduced, the number of consultations remained the same. This had a positive effect because it meant that new clients could be booked for appointments at short notice and waiting times for specific consultations were greatly reduced.

In the 2008-2009 financial year, the ASRC Health Program provided over 2000 formal consultations. Sessions were between 30 and 60 minutes long and included:

- Over 1300 GP & Nursing
 400 physiotherapy
- 50 diabetes education 200 massage
 - 100 feldenkrais

Informal consultations for 'drop-in' clients conducted by volunteer nurses and the paid staff are estimated to have been 200 per month. This equates to 20 unscheduled presentations at the Health Program each day in addition to numerous phone consultations attended by the staff.

Highlights and Accomplishments from 2008-2009

Committees and Working Groups

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Staff and volunteers were represented on a number of Committees and Working Groups. These included:

- Victorian Refugee Health Network Reference Group,
- Nurses for Refugees and Asylum Seekers (NRAS) Special Interest Group
- Royal Australian College of General Practitioners (RACGP) Detention Health Advisory Group
- Northern Division of GPs Refugee Small Learning Group.

Onsite Group Health Education and Health Promotion Initiatives

- Hepatitis B and C information session, July 2009 (by the Victorian Viral Hepatitis Educator, St. Vincent's Hospital)
- Hepatitis C workshop, May 2009 (run by the Hepatitis C Victoria Educator)
- Safe sun exposure awareness: Summer 2008-09
- World AIDS Day awareness week, December 2008
- BreastScreen Awareness Month, December 2008
- Asthma Awareness Month, September 2008
- Cooking Classes for Asylum Seekers Men's Project: October 2008 to April 2009

Presentations and Awareness Raising by Program Staff

Presentations on behalf of the ASRC Health Program help to raise awareness of asylum seeker health issues and inform the public on how policy affects asylum seeker health on a day to day basis. Presentations from 2008-2009 include:

- St. Johns Uniting Church: June 2009
- Hume Region Community Health Nurses Group: May 2009
- Corio Community Health Centre, Nursing and Allied Health Team: April 09
- "Caring Nationally" Refugee Primary Health Care Conference: Brisbane Nov 27th "Improving Community Based Asylum Seekers' Access to Primary Health Care"



Home English Teaching Program

The Home English Teaching Program provides one-to-one tutoring in English, usually in asylum seekers' homes. The program is run entirely by volunteers; there are over 70 of us. Catering for people who cannot come into the centre regularly, we go to widely scattered places – for example, Narre Warren, Geelong and Taylors Lakes.

The style of teaching depends of the learners' needs. Some learners like to spend the whole session talking; they may be very isolated and have little other opportunity to speak English. The majority of our learners are focusing on general spoken and written English; however, we help some learners with specific goals, such as a fork lift licence, VCE or the Occupational English Test.

Some tutors "hang out" with their learners, for example, playing soccer, seeing a movie together or joining in family celebrations. A tutor might help with practical problems, such as finding a Mandarin speaking doctor. Sometimes the learner shares some hopes and fears with the tutor during the long and difficult process of seeking permanent protection. Some learners and tutors continue to see each other for years and they become good friends.

We constantly recruit and train tutors. Although we receive many enquiries from people interested in tutoring, we usually need more tutors living in outer suburbs, such as Broadmeadows and Dandenong.

We are fortunate to have tutor training and workshops provided by the AMES Volunteer Tutor Enhancement Program. In addition there are bimonthly tutors' meetings and various other workshops and resources to help tutors with the varied work we do.

In January, a small group from our program and the ESL Program provided summer holiday English lessons for soccer players who applied for asylum following the Homeless World Cup. This was much enjoyed by all. Thanks to Zeni who helped to organise it.

Apart from that, things are much the same. Home English Teaching continues to run smoothly in the same tried and true way that we have followed since the program started in the ASRC's early days in Footscray.



Human Rights Law Program

In 2008–2009, the Human Rights Law Program continued to go from strength to strength. We were at the coalface fighting for every human rights issue facing asylum seekers.

In the 2008 – 2009 financial year alone (with no State of Federal Government funding of any kind):

- 1. We worked at the coalface to protect the human rights of asylum seekers by providing one of Australia's largest pro bono law programs with over 3000 legal appointments for the year totaling more than 20,000 hours of free legal advice. We provided the equivalent of approximately six million dollars of free legal assistance (based on the most conservative private immigration firm costing for such work). We did this on a budget of \$171,874 including staff wages (2.6 paid staff). This was made possible with the support of more than 100 legal volunteers during the year.
- 2. We won asylum for more than 200 asylum seekers bringing the total number of people we have gained asylum for since 2001 to over 1500 people. The ASRC Human Rights Law Program has provided legal assistance to over 5000 asylum seekers in the community and in immigration detention. All without any government funding of any kind.
- 3. We continued to provide Australia's only specialist asylum seeker women's legal advocacy program. This program continued to provide legal representation and support to women and their children seeking asylum. The program has also been engaged in policy development and law reform.
- 4. We lobbied for an overhaul of the refugee legal system by releasing our policy position paper entitled 'A Case for Justice' which highlighted the serious flaws in the current refugee determination process (copy attached).
- 5. We raised awareness of the homelessness epidemic facing asylum seekers through our position paper on asylum seeker homelessness entitled 'Locked Out' (copy attached). This paper exposes the widespread discrimination and inequality faced by asylum seekers in the community due to government policies that force people into destitution.
- 6. We provided a holistic response to the human rights needs of asylum seekers. The Law Program is one of 23 programs within the ASRC. We work in partnership with the welfare programs of the ASRC to ensure all the human rights needs of a person are met. We pioneered a model in which lawyers, psychologists and social workers work together at our weekly evening legal service to address the legal, welfare and mental health needs of clients at the same time.
- 7. We trained and mentored law students and junior lawyers to become human rights advocates. From five volunteer intakes, we took in 70 new legal volunteers. In the last 8 years we have trained and mentored more than 500 young lawyers and law students.
- 8. We lobbied as part of the national coalition of organizations in the 'Right to Work' campaign to abolish the 45-day rule. We were the first organization in Australia to start campaigning for this issue over 7 years ago. In September 2009 we saw the end of this rule and a significant gain in the right to work for asylum seekers.
- 9. We advocated for an end to the policy of mandatory detention before the Senate Inquiry into the immigration system making both oral and written submissions. We also made submissions as part of the National Human Rights consultations.

- 10. We are a founding member and key participant in NASA Vic Network of Asylum Seeker Agencies Victoria. NASA-Vic is an unincorporated alliance of agencies which aims to promote and protect the human rights of all asylum seekers through joint advocacy and lobbying, sharing information and resources and working toward policy change.
- 11. We educated the community about the issues facing refugees and asylum seekers with talks, films and activities. This included training pro-bono barristers who volunteer with VBLAS to assist asylum seekers in the refugee determination process. Furthermore, we trained community workers from refugee NGOs on refugee law to enable them to better advocate for the rights of the asylum seekers they worked with.
- 12. We made legal submissions to the Refugee Review Tribunal arguing for the inclusion of women into the Guidelines on Vulnerable People.
- 13 We made submissions to the Committee on the Elimination of Discrimination Against Women (CEDAW) arguing for greater equality and protection from violence for women seeking asylum.
- 14. We participated in stakeholder meetings on a quarterly basis with the Department of Immigration and Citizenship to input into changes to the immigration system from Complimentary Protection to the end of the 45-day rule.
- 15. We are currently working on a paper entitled 'Strengthening Legal Responses for Women Seeking Protection in Australia'. This paper will be launched towards the end of 2009 and will be the first substantial report to be written in Australia about the injustices and barriers that women face in seeking asylum through the legal process.
- 16. Finally, we lobbied from 2001 to 2008 for an end to Temporary Protection Visas. The ASRC was one of the most outspoken critics of this policy. We, along with all the organizations in the refugee sector that fought for this change, were delighted to see the end of it in 2008.

On a final note I would like to extend a big thank you to our lawyers for their excellent work, dedication and passion during this period: Maria Psihogios Billington, Shelley Burchfield, Sam Sowerwine and Malvina Hagedorn. Thank you also to our terrific team of legal volunteers, without whom we would have no law program.



IT Program

The IT program provides computing services at the ASRC. The computers, internet and printers are used by asylum seekers, ASRC staff and volunteers. Many asylum seekers use our computers on a daily basis for internet access, communicating with family and friends, word processing, study and job seeking. Staff and volunteers rely heavily on the systems we provide for research, communication, data storage and the other essential tasks which keep their programs running smoothly.

The IT team consists entirely of volunteers with a wide range of IT skills and experience. Our donated hours help to keep the ASRC's operating costs as low as possible, so more of our funds can go towards direct assistance for asylum seekers.

The frontline of IT support is the email-based "Helpdesk" which operates on a roster system and is responsive to IT problems that are raised mainly by staff and volunteers.

This year we have continued to build a better, more reliable IT infrastructure. The "fleet" of 80+ onsite PCs used by staff and volunteers is now made up of Pentium 4 class (or better) PCs, running Windows XP. In the last year all PCs have been upgraded to a minimum RAM of 512 MB, making them more responsive and reliable. We have replaced aging and unreliable laser printers with new, state-of-the-art printers with low life-cycle costs. Our Backup and Disaster Recovery processes have been tested during the year, confirming we have a very stable IT environment - with the Server having to be completely reloaded but with minimal downtime and no loss of data.

The decision to move the ASRC e-mail system to Google Apps has proved to be a great success. All ASRC staff and co-ordinators are now using a single, centralised e-mail system. This makes communication and collaboration easier, as well as offering rich text formatting, remote access and quick keyword searching.

We also use Google Calendar - this very flexible system is being used to manage appointments and events, etc.

The Casework Client database has been developed by Casework Admin with technical support from the IT Team. Development of an integrated database that will support many of the Programs is ongoing. An integrated database will have many benefits including improved information sharing between the different programs, improved data collection, and more accurate information about ASRC members.

Many thanks to all of the staff and volunteers who have supported our work and helped us implement these improvements.





Community Meals Program

The Community Meals Program provides a daily community meal for all members, volunteers, paid staff and supporters of the ASRC. It is run entirely by volunteers and members.

We make nutritious meals that are shared in a warm and welcoming environment. Our meals include a variety of dishes so that they can be enjoyed by people from any cultural, religious or ethnic group.

This year we provided over 15,000 meals. In doing so, we have achieved our primary goals of providing members with a nutritious meal and social support while providing a social hub for the ASRC. Our community meals help all those involved in the many programs of what is now a large organization to experience a sense of belonging and to understand the ASRC as a whole.

One of the goals we set for this year was to increase the participation of members in the Community Meals Program. This year we have had a number of asylum seekers referred to us by the Employment Program for structured work experience. While not an essential part of the program, it has been very beneficial for both the members and the program. A number of strong friendships have been formed and we hope this will further develop in the coming year.

Despite rising food prices, we have managed to get by on the budget provided together with some generous donations. We spend about fifty cents a meal.

The work can be physically tiring and at times we have struggled to have enough volunteers. A recent increase in the number of volunteers will hopefully reduce the workload and help make it more enjoyable for all. We have set increasing support for volunteers as a goal for next year.

Community Meals Program volunteers typically feel very positive about their contribution to the ASRC and report a high level of satisfaction in what they achieve.

We believe our program is a demonstration of the care and respect that should be shown to all and we look forward to another year.

ASRC Material Aid and Advocacy Program (MAAP)

The 2008-09 financial year was one of great change for the ASRC Material Aid and Advocacy Program (MAAP). Previously, 'Material Aid' was overseen by the ASRC Casework Program. However, in late 2008 MAAP was resourced as an autonomous program with a paid Coordinator. This brought about a change of direction for the program. The following section summarises these changes.

Changes in Direction for MAAP

Material Aid at the ASRC was previously a distribution point for basic items and necessities. With increased resourcing the program has re-focussed and is now organised around the following key performance areas:

Aid Distribution

As well as continuing the distribution of core items such as Metcards and phonecards, MAAP now
provides more holistic aid assistance to asylum seekers.

This has been achieved through:

- 1. The development of a system for the in-house provision of necessities such as blankets, linen, mobile phones, kitchenware and tableware, etc
- The implementation of a material aid referrals system. By referring clients on to mainstream emergency relief services, MAAP creates access for asylum seekers to items such as bicycles and computers.

Sourcing Aid

- MAAP began establishing a community-based network of supporters. This network will increase the volume of donations the program receives.
- Relationships with corporate stakeholders are also being developed as a means of sourcing large-scale aid donations.

Advocacy and Relationships

 MAAP has taken on an advocacy role at the ASRC. The program is now responsible for advocating to mainstream emergency relief agencies so that our clients have more access to services in the community. This advocacy work is the product of MAAP's aims around building community capacity to respond to the needs of asylum seekers.

Research and Policy

 MAAP now undertakes research to feed into organisational-level policy, advocacy and lobbying activities at the ASRC. In particular, current research is exploring the transport disadvantage experienced by asylum seekers.

Staffing and Resourcing

• The program is now designed to be run through the work of a paid Coordinator and a growing team of volunteers.

2008 - 09 achievements

The following offers a summary of some of MAAP's continued and more recent achievements.

Aid Distribution

- MAAP continued its commitment to addressing social isolation and transport disadvantage by providing almost \$90,000 worth of Metcards throughout the year. Transport assistance enables ASRC members to pick up their food for the week and to attend their essential health, welfare and legal appointments as well as many social and recreational activities.
- The program continued keeping asylum seekers connected with their communities through the provision of over \$24,000 worth of pay-phone phonecards and hundreds of international calling cards.
- The program began systematically providing basic necessities such as blankets, linen, mobile phones, kitchenware, tableware, bicycles, computers and clothing. These items were provided in-house and through referrals.
- MAAP sustained its commitment to assisting young families through the provision of our "Welcome to the World" baby-packs. These packs contain clothing, baby toiletries, nappies and blankets. The program also provided nappies every week to asylum seeker families who have no income. Over 16, 260 nappies were provided throughout the year.
- Stationary and school supplies were provided to student asylum seekers as part of the annual "Back to School" project.
- The annual Christmas Toyshop provided new, free toys to ASRC family clients. This program continued to bring a heightened sense of wellbeing to a great number of our clients.
- The first MAAP Winter Appeal was successfully delivered. This involved the sourcing and distribution of winter gear such as coats, gloves, scarves and heaters.

Sourcing Aid

• MAAP started sourcing some items from private businesses. This proved highly successful in some cases. For example, Berlei and Holeproof donated thousands of dollars worth of bras and underwear for our clients. Telstra continued donating to the program and this year gave \$24,000 worth of phonecards.



 The program set in motion the establishment of the Friends of Material Aid Network. The Network will be comprised of individual, business and organizational members. By joining the network, members can make a meaningful contribution to the lives of asylum seekers. Network members will receive monthly newsletters informing them about: current news; the items our clients are asking for; and ways that they can help asylum seekers.

Advocacy and Relationships

• MAAP advocated to mainstream emergency relief agencies around our clients' needs. We are exploring with these agencies how we can work together and what partnerships could look like between them and the ASRC.

Research and Policy

• Finally, MAAP have taken on a student placement who is also an asylum seeker member of the ASRC. This student is researching the transport needs and disadvantage experienced by asylum seekers in Victoria. The findings of this research will feed in to future lobbying activities.

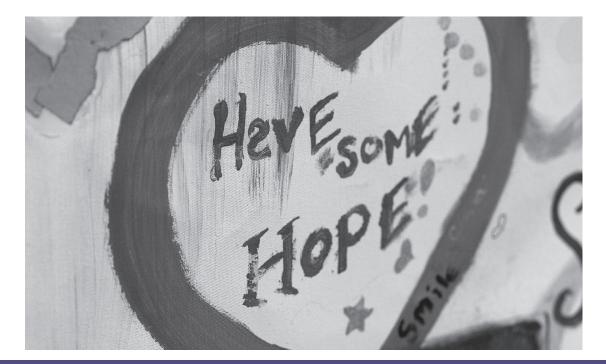
Staffing and Resourcing

• A paid Coordinator was employed and our volunteer base more than doubled to a team of seven volunteers.

MAAP's Aims for 2009 - 10

Whilst MAAP has a comprehensive workplan for the 2009 – 10 financial year, the following are some areas of particular focus and challenge for this period.

- Building excellent relationships with mainstream emergency relief agencies. This will reduce the service gap for asylum seekers wishing to access emergency relief services
- Consolidating a significant and effective Friends of Material Aid Network in order to increase the program's capacity to respond to the needs of asylum seekers.



Supporting Asylum Seekers at Appointments (SASA)

In the 2008-2009 period, SASA volunteers continued to accompany asylum seekers to appointments at the Department of Immigration and Citizenship (DIAC) for visa applications, interviews and renewals. The program has a current active volunteer base of 25 and approximately 250 appointments were attended throughout the year.

In May of this year, the program changed from the Supporting Asylum Seekers at Hearings (SASH) Program to the Supporting Asylum Seekers at Appointments (SASA) Program. Although the program originally accompanied asylum seekers to hearings, this work is now usually carried out by the ASRC's better resourced legal team and the name no longer reflected the program's services.

By working in conjunction with other ASRC programs throughout the year, many appointments beyond those solely affiliated with the Legal Program were identified at which the SASA service could further support asylum seekers. In particular, these include appointments with Medicare, Redcross, external healthcare appointments, job network agencies and Centrelink.

Not only does the extension of the SASA service provide further support for our members, it also alleviates pressure that is otherwise placed upon the resources of other ASRC programs. To date, volunteers have begun to accompany members to Redcross and occasionally Medicare. The feedback from volunteers is that this has proved extremely beneficial for the asylum seeker and has helped to relieve some of the anxiety and uncertainty that these appointments can cause. A key goal over the coming year will be to work closely with other ASRC programs so as to extend the SASA service to the other identified areas.

Measures have also been taken throughout the year to improve the program's system of documentation and communication with other programs. Reports of each appointment are now not only filed with the Legal Program but also with Casework. This ensures that the member's assigned caseworker remains up to date with any outcomes of external appointments. This is particularly important as the asylum seekers that choose to use the SASA service are often our most vulnerable and at risk members.

Social & Community Development

In recognition of the need for the ASRC to move towards an empowerment model and engage asylum seekers in community development programs, the ASRC created a Community Development worker position. Heidi Abdel-Raouf commenced in this position in April 2009.

Heidi has been busily creating new programs for asylum seekers that aim to achieve the following:

- Foster empowerment, resilience, independence, self sufficiency and contribution
- Improve engagement, integration and connection to community and mainstream services
- Develop skills, knowledge, talents, creativity and strengths
- Encourage a sense of belonging and connectedness, combat loneliness and social isolation and improve mental health



Orientation Program

The Orientation Program supports asylum seekers with a level of knowledge and cultural understanding that will assist their orientation and settlement in Australia. This has a positive impact on their adjustment, well being and integration into the Australian community.

ASRC Orientation Program volunteers will support asylum seekers by:

- Providing information on a range of topics from understanding Australian laws to information about ethnic community groups
- Linking asylum seekers with relevant groups, services and organizations in the community such as places of worship and community health centres
- Conducting inner-city and suburban tours

The Orientation Program is also keen to learn about the skills, talents, interests and hobbies of asylum seekers and to facilitate opportunities to connect with the community.

Orientation Program Goals for the Future:

- To advocate for access to community and mainstream services and, in so doing, encourage less reliance on the ASRC and improve integration into the community. This will assist asylum seekers in making the transition away from the ASRC if/when they gain permanent residency.
- To increase connections and networks in order to create employment opportunities for asylum seekers
- To have every new asylum seeker assisted by the Orientation Program
- To see a greater level of knowledge and understanding in newly arrived asylum seekers and improvements in their adjustment, well being and integration
- To build the profile of the Orientation Program in the community
- To highlight the orientation and settlement needs of newly arrived asylum seekers through community education and advocacy

Connect Mentor Program

The Connect Mentor Program develops and maintains long-term relationships by matching ASRC volunteers with asylum seekers for regular one on one social contact and mentoring. This program was designed to combat loneliness, social isolation and depression and to improve and encourage independent relationships and connectedness in asylum seekers.

Mentors can provide companionship by sharing a walk in the park, attending free public events, playing soccer, going for coffee etc. Activities like these assist asylum seekers in the development of a better cultural understanding and consequently with their effective adjustment to the community. Furthermore, mentoring helps asylum seekers to improve their English language skills. A mentor encourages positive choices, promotes high self-esteem, and introduces new ideas and perspectives.

Connect Mentor Program Goals for the Future

- To reduce social isolation and improve mental health, access to information, connectedness, adjustment and integration
- To reduce reliance on the ASRC
- To develop the Employment Mentoring aspect of the program in collaboration with the ASRC Employment Program. Asylum seekers will be matched with mentors who have skills, knowledge and links in areas relevant to their professional goals
- To expand the program so that all asylum seekers in need of a mentor are provided with one
- To develop partnerships with other mentor programs in the community

The Connect Mentor Program is coordinated by Sofia Riveroll and Heidi Abdel-Raouf

Arts Project "Journey Of Asylum"

The ASRC Arts Project "Journey of Asylum" (Part A), consists of a series of dramatic workshops with asylum seekers that were presented to the community as a work in progress performance in August. The project is guided by Artistic Director Catherine Simmonds.

"Journey of Asylum" is an important project about asylum seekers in the community. It explores the circumstances that led people to flee their home countries, travel to Australia, their arrival in and first impressions of Australia, hopes, dreams and expectations, invisibility, exclusion, fear, waiting, sleeplessness, despair, marginalization, destitution, discrimination, isolation, grief and loss. It also explores cultural diversity, love, faith, dignity, resilience, humour, spirit and freedom.

The ASRC Arts Project aims to achieve the following:

- To provide an empowering creative experience for asylum seekers that will develop their skills and artistic talents, foster a sense of connectedness, belonging, create friendships, and improve mental health
- To tell the stories of asylum seekers and the journey of asylum, with a key focus on asylum seekers in the community
- To document the stories of asylum seekers as part of Australian history, community and cultural arts history, and migration/people movement history.
- To provide a space that encourages asylum seekers to express themselves, re-author their stories, take control of their lives and the direction of the Arts Project
- To raise awareness of the plight of asylum seekers in Australia
- To fight against racism, discrimination, and cultural stereotyping
- To create cutting edge contemporary theatre
- To use art and the voices of asylum seekers to communicate the key messages of the ASRC
- To celebrate the value and the contribution of asylum seekers in Australia, cultural diversity and multiculturalism
- To make a contribution to Melbourne cultural and community arts

Arts Project Goals for the Future

- To secure funding that will extend the project into a major production "Journey of Asylum Waiting" (Part B) to be performed in March 2010. This will create great outcomes at the level of community development, community education, advocacy and raising the profile of the ASRC
- To collaborate in Part B with other artists including a soundscape artist, musical composer, lighting designer, multimedia artist, set designer and a puppeteer.
- To outreach the project to schools to educate young people about asylum seekers in the community and encourage and inspire them to create social change.

Permanent Resident New Beginnings Program

Asylum seekers who are granted permanent residency face a number of difficulties accessing Settlement Grant Provider (SGP) services. Without the proper information and support, making the transition can be very difficult.

The Permanent Resident New Beginnings Program undertakes advocacy to ensure asylum seekers who are granted permanent residency can access settlement services. It is currently forming partnerships and referral protocols with SGP providers, to ensure a smooth transition for new permanent residents.

Permanent Resident New Beginnings Program Goals for the Future

• To develop partnerships and smooth referral protocols with SGP providers that will ensure asylum seekers who are granted permanent residency receive an optimum level of settlement support

Heidi Abdel-Raouf, Community Cultural Development Worker

Volunteer Program

Volunteering has been at the heart of the ASRC since it began and continues to provide the backbone of ASRC Programs and services. Our diverse and highly adaptive volunteer base constitutes the vast majority of the workforce at the ASRC and one of the key ways in which the ASRC engages with the broader community.

ASRC volunteers perform a wide variety of roles across all ASRC Programs. From cooking daily meals in the Community Meals Program to providing legal assistance in the Human Rights Law Program, the work of volunteers ensures the ASRC meets its commitments to asylum seekers.

Key Achievements in 2008-09

Volunteer Intakes

We conducted five volunteer intakes, as a result of which the ASRC currently has over 500 active volunteers in 23 Programs. The volunteer intake process has been streamlined to maximise volunteer engagement and increase efficiency in volunteer mobilisation.

Volunteer Recruitment

A targeted recruitment program has been developed to fill key volunteer roles which remain unfilled through general volunteer intakes. This includes targeted advertising with volunteer websites, universities and professional associations and individualised screening processes for volunteers.

Volunteer Training and Development

A Volunteer Training and Development Program was launched to continue the professional development of our volunteers. Monthly training opportunities on topics such as Government Policy, Cultural Competence and Working with Interpreters have been offered to ensure volunteers are equipped with the skills and knowledge they need for optimal performance in their volunteer roles.

Volunteer Support

We established a strong team of Volunteer Support volunteers dedicated to providing support for other volunteers in all aspects of their volunteering, including the recruitment process, training opportunities and day-today mentoring and assistance across ASRC Programs.

Community Engagement

A network of volunteer Community Speakers visited schools, workplaces, religious and other community groups to inform and educate about the work of the ASRC and issues related to seeking asylum in Australia.

Youth Engagement

Over 200 students from more than 40 secondary schools across Victoria participated in ASRC activities via the Work Experience Program, Community Service Programs and ASRC tours.

Corporate Engagement

Partnerships were established with a diverse range of businesses. This included hosting corporate volunteer groups for short-term volunteering activities at the ASRC.

Volunteer Policy

In collaboration with the Policy Committee and with input from a wide range of ASRC volunteers, the Volunteer Program continues to develop policies and procedures for all aspects of volunteering at the ASRC, providing structure and increasing the level of professionalism of the Volunteer Program.

Volunteer Administration

We revamped the Volunteer Program database and administrative procedures to enable more comprehensive and efficient record-keeping. Creation of a new email account for use by the Volunteer Support team has facilitated more email communication with volunteers.

The Year Ahead

In 2009-2010 the Volunteer Program will continue to work on providing strong support structures for volunteers as well as opportunities for further training and development within ASRC volunteer roles.

Key areas that will be the focus of the Volunteer Program in the coming year include:

Volunteer Support

Development of a formal volunteer debriefing and support structure, ensuring volunteers both at the centre and offsite have sufficient access to support and debriefing opportunities to deal with the range of professional and personal issues that can arise in working with vulnerable groups.

Volunteer Management

Strengthening of volunteer management across all programs, including provision of support and training to Program Coordinators and volunteer supervisors in the management of volunteers and implementation of volunteer review and feedback mechanisms for new and long-standing volunteers.

Volunteer Communication

Further development of volunteer communications to ensure they are engaging and relevant and the development of a Volunteer Intranet, to facilitate communication with and between volunteers and provide an opportunity for volunteers to network and share information and experiences.

Asylum Seeker Volunteers

In collaboration with the Community Development Program, development of an Asylum Seeker Volunteer Program, providing volunteer opportunities and facilitating vocational training and development opportunities for asylum seekers.

Corporate and Youth Engagement

Further development of Corporate and Youth Engagement programs. This not only strengthens the ASRC volunteer base but provides an avenue for raising awareness about asylum seeker issues that reaches far beyond the ASRC itself.

Volunteer Partnerships

Investigation of possibilities for developing volunteering partnerships with businesses and community groups to identify opportunities for external volunteering and to develop employment and training pathways for asylum seekers.

Tamara Wood Volunteer Program Coordinator



Asylum Seeker Resource Centre Inc

Financial Report

for the year ended 30 June 2009

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2009

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Notes to and forming part of the accounts	4 - 7
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INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
INCOME			
Fundraising Events Income		348,480	230,162
Donations		638,567	544,474
Sponsorship & Grants		1,029,168	750,489
Miscellaneous Income	_	4,244	4,100
	-	2,020,459	1,529,225
EXPENDITURE			
Program Expenses		314,240	254,070
Administration		294,822	228,431
Employment Expenses		1,203,986	982,199
Fundraising Activity Costs	_	148,426	106,875
	_	1,961,474	1,571,575
Operating Profit		58,985	(42,350)
Interest Income	-	84,790	90,347
Profit before income tax		143,775	47,997
Income tax expense	2		
Profit after income tax		143,775	47,997
Retained Profits at the beginning of the financial year	-	697,360	649,363
Retained Profits at the end of the financial year	_	841,135	697,360

The accompanying notes form part of this financial report.

BALANCE SHEET 30 JUNE 2009

CURRENT ASSETS Cash 3 1,710,899 1,630,469 Trade and other receivables 4 49,937 43,517 Inventories 5 56,115 40,395 TOTAL CURRENT ASSETS 1,816,951 1,714,381 NON-CURRENT ASSETS 1,816,951 1,714,381 NON-CURRENT ASSETS 35,607 32,869 TOTAL NON-CURRENT ASSETS 35,607 32,869 TOTAL NON-CURRENT ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 1,852,558 1,747,250 CURRENT LIABILITIES 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360 Retained profits 841,135		Note	2009 \$	2008 \$
Trade and other receivables 4 49,937 43,517 Inventories 5 56,115 40,395 TOTAL CURRENT ASSETS 1,816,951 1,714,381 NON-CURRENT ASSETS 6 35,607 32,869 Property, plant and equipment 6 35,607 32,869 TOTAL NON-CURRENT ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 1,852,558 1,747,250 CURRENT LIABILITIES 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	CURRENT ASSETS		Ψ	Ŷ
Inventories 5 56,115 40,395 TOTAL CURRENT ASSETS 1,816,951 1,714,381 NON-CURRENT ASSETS 6 35,607 32,869 TOTAL NON-CURRENT ASSETS 35,607 32,869 TOTAL NON-CURRENT ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 1,852,558 1,747,250 CURRENT LIABILITIES 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 1,011,423 1,049,890 NOT CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Cash	3	1,710,899	1,630,469
TOTAL CURRENT ASSETS 1,816,951 1,714,381 NON-CURRENT ASSETS 6 35,607 32,869 TOTAL NON-CURRENT ASSETS 35,607 32,869 TOTAL NON-CURRENT ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 1,852,558 1,747,250 CURRENT LIABILITIES 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Trade and other receivables	4	49,937	43,517
NON-CURRENT ASSETS Property, plant and equipment TOTAL NON-CURRENT ASSETS TOTAL NON-CURRENT ASSETS TOTAL ASSETS Amounts received in advance Trade and other creditors Provisions TOTAL CURRENT LIABILITIES Provisions TOTAL OURRENT LIABILITIES Provisions Provisions Provisions Provisions TOTAL NON CURRENT LIABILITIES Provisions Provisions Post I LIABILITIES Post I LIABILITIES Post I LIABILITIES <td< td=""><td>Inventories</td><td>5 _</td><td>56,115</td><td>40,395</td></td<>	Inventories	5 _	56,115	40,395
Property, plant and equipment 6 35,607 32,869 TOTAL NON-CURRENT ASSETS 1,852,558 1,747,250 TOTAL ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 7 834,952 863,810 Amounts received in advance 7 834,952 863,810 Trade and other creditors 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 9 70,718 60,062 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 9 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 1,011,423 1,049,890 NET ASSETS 341,135 697,360 MEMBERS' FUNDS 841,135 697,360	TOTAL CURRENT ASSETS	_	1,816,951	1,714,381
TOTAL NON-CURRENT ASSETS 35,607 32,869 TOTAL ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 7 834,952 863,810 Amounts received in advance 7 834,952 863,810 Trade and other creditors 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 9 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	NON-CURRENT ASSETS			
TOTAL ASSETS 1,852,558 1,747,250 CURRENT LIABILITIES 1,852,558 1,747,250 Amounts received in advance 7 834,952 863,810 Trade and other creditors 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Property, plant and equipment	6	35,607	32,869
CURRENT LIABILITIES Amounts received in advance 7 Trade and other creditors 8 9 70,718 9 70,718 9 70,718 9 70,718 9 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 1,011,423 1,049,890 NET ASSETS 841,135 MEMBERS' FUNDS Retained profits 841,135	TOTAL NON-CURRENT ASSETS	_	35,607	32,869
Amounts received in advance 7 834,952 863,810 Trade and other creditors 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 14,060 5,799 MEMBERS' FUNDS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	TOTAL ASSETS	-	1,852,558	1,747,250
Trade and other creditors 8 91,693 120,219 Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 9 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	CURRENT LIABILITIES			
Provisions 9 70,718 60,062 TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Amounts received in advance	7	834,952	863,810
TOTAL CURRENT LIABILITIES 997,363 1,044,091 NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Trade and other creditors	8	91,693	120,219
NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 9 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS Retained profits 841,135 697,360	Provisions	9	70,718	60,062
Provisions 9 14,060 5,799 TOTAL NON CURRENT LIABILITIES 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS Retained profits 841,135 697,360	TOTAL CURRENT LIABILITIES	_	997,363	1,044,091
TOTAL NON CURRENT LIABILITIES 14,060 5,799 TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	NON CURRENT LIABILITIES			
TOTAL LIABILITIES 1,011,423 1,049,890 NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	Provisions	9	14,060	5,799
NET ASSETS 841,135 697,360 MEMBERS' FUNDS 841,135 697,360	TOTAL NON CURRENT LIABILITIES	-	14,060	5,799
MEMBERS' FUNDS Retained profits 841,135 697,360	TOTAL LIABILITIES	-	1,011,423	1,049,890
Retained profits 841,135 697,360	NET ASSETS	=	841,135	697,360
	MEMBERS' FUNDS			
TOTAL MEMBERS' FUNDS 841,135 697,360	Retained profits		841,135	<u>697,36</u> 0
	TOTAL MEMBERS' FUNDS	_	841,135	697,360

The accompanying notes form part of this financial report.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES		Ŧ	Ŧ
Receipts from Fundraising		348,480	211,335
Receipts from Sponsorship, Grants & Donations		1,634,385	1,404,391
Other receipts		4,244	4,100
Payments to suppliers		(793,147)	(604,383)
Payments to employees		(1,186,101)	(958,511)
Interest received	_	84,790	90,347
Net Cash provided by operating			
activities	10	92,651	147,279
CASH FLOWS FROM OPERATING ACTIVITIES Payments for purchase of property			
and equipment		(12,221)	(24,023)
Net Cash provided by (used in) investing activities	-	(12,221)	(24,023)
activities	-	(12,221)	(24,023)
Net increase (decrease) in cash held		80,430	123,256
Cash at the beginning of the year		1,630,469	1,507,213
Cash at the end of the year	-	1,710,899	1,630,469

The accompanying notes form part of this financial report.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Note 1: Statement of Significant Accounting Policies

This financial report is special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act 1981 (Vic). The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act 1981 (Vic) and the following Australian Accounting Standards:

AASB 101	Presentation of Financial Statements
AASB 107	Cash Flow Statements
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 110	Events after the Balance Sheet Date
AASB 112	Income Taxes
AASB 116	Property, Plant and Equipment
AASB 118	Revenue
AASB 1031	Materiality
AASB 137	Provisions

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accrual basis and is based on historical 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 financial report.

a. Income Tax

The charge for current income tax expenses is based on profit for the year adjusted for non-assessable or disallowed items. It is calculated using tax rates that have been enacted by the balance sheet date.

The Association is exempt from paying income tax by virtue of Division 50 of the Income Tax Assessment Act, 1997. Accordingly, tax effect accounting has not been adopted.

b. Fixed Assets

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful lives of the association commencing from the time the asset is held ready for use.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

c. Employee Entitlements

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of estimated future cash outflows to be made for those benefits.

Sick Leave is not provided for on the balance sheet of the Association.

d. Provisions

Provisions are recognised when the Association 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.

	2009	2008
	\$	\$
Note 2: Income Tax Expense		
Prima facie tax payable on operating profit		
at 30% (2008: 30%)	43,133	14,399
Less tax effect of:		
 non-taxable member income arising from 		
principle of mutuality	(43,133)	(14,399)
Income tax expense	-	-
Note 3: Cash and cash equivalents		
Cash on Hand	1,273	1,378
Cash at Bank	887,548	1,629,091
Term Deposits	822,078	-
	1,710,899	1,630,469
Note 4: Trade and other receivables		
Deposits Paid	-	500
Sundry Debtors	32,714	28,222
Prepayments	17,223	14,795
	49,937	43,517
Note 5: Inventories		
Inventory - at cost	56,115	40,395

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

	2009	2008
	\$	\$
Note 6: Property, plant and equipment		
Motor Vehicles - at cost	24,447	24,447
Less: accumulated depreciation	(8,369)	(4,483)
	16,078	19,964
Furniture and Fixtures		
Furniture and Fixtures - at cost	5,274	2,724
Less: accumulated depreciation	(457)	(65)
	4,817	2,659
Office Equipment	00,400	10.017
Office Equipment - at cost	20,488	10,817
Less: accumulated depreciation	(5,776)	(571)
	14,712	10,246
	35,607	32,869
Note 7: Amounts Received in Advance		
	615,632	601,393
Grants, Sponsorship & Donations in advance Distribution Funds in advance	-	-
Other Liabilities	214,320 5,000	257,417
Other Liabilities	834,952	<u> </u>
	004,902	003,010
Note 8: Trade and other payables		
Trade Creditors	40,329	64,304
Accrued Expenses and Sundry Liabilities	1,712	5,044
GST payable	7,003	(2,918)
Payroll Liabilities	41,513	42,545
Sundry Clearing Account	1,136	11,244
, .	91,693	120,219
Note 9: Provisions		
Current		
Provision for annual leave	70,718	60,062
Provisions - non current		
Provision for long service leave	14,060	5,799
	. 1,000	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

	2009 \$	2008 \$
Note 10: Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after Income Tax	Ŧ	Ť
Profit after income tax	143,775	47,997
Cash flows excluded from operating profit attributable to operating activities		
Non-cash flows in profit	0.400	6 000
- Depreciation	9,482	4,323
Changes in assets and liabilities;		
 (Increase)/decrease in trade and other debtors 	(6,420)	(24,411)
 (Increase)/decrease in inventories 	(15,720)	(40,395)
 Increase/(decrease) in trade and other payables 	(28,525)	35,850
 Increase/(decrease) in amounts received in advance 	(28,858)	94,428
- Increase/(decrease) in provisions	18,917	29,487
Net cash provided by Operating Activities	92,651	147,279

Note 11: Accounting Policies, Changes in Accounting Estimates and Errors

The nature of a prior period error related to the calculation for provisions. The nature of the calculation for provisions for sick leave was reviewed and subsequently the committee of management have determined that the 2006 amount was overstated and an increased liability be recognised as it was determined that the tests required to meet the definition of a liability were not satisfied. There was no a present obligation, and the probable outflow could not be reliably measured by way of estimate.

The affect of this treatment has resulted in the provisions liability in the balance sheet reducing reducing by \$46,748 from \$46,748 to nil. This has also resulted in the provision expense in the income statement being credited by \$46,748.

	Previously stated 2006 \$	Adjustment 2006 \$	Amended 2006\$
Balance Sheet Provision - for sick leave	46,748	(46,748)	-
Profit (Loss) Provision expense	46,748	(46,748)	-

STATEMENT BY MEMBERS OF THE COMMITTEE FOR THE YEAR ENDED 30 JUNE 2009

The committee has determined that the association 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 committee the financial report as set out on pages 1 to 7:

- 1. Presents a true and fair view of the financial position of Asylum Seeker Resource Centre Inc. and its performance for the year ended on that date.
- 2. At the date of this statement, there are reasonable grounds to believe that the Asylum Seeker Resource Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Paul Harrison - Chairperson

Dated:

Joseph Corponi - Treasurer

Dated:

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF ASYLUM SEEKER RESOURCE CENTRE INC.

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Asylum Seeker Resource Centre Inc. which comprises the balance sheet, statement of cash flows as at 30 June 2009, and the income statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statement, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act 1981 (Vic) and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conduct our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act 1981 (Vic). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Audit Opinion

The financial report of Association of Asylum Seeker Resource Centre Inc. is in accordance with the Associations Incorporation Act 1981 (Vic) including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2009 and of their performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981 (Vic).

Sean Denham

Dated: 14 October 2009 Suite 6, 707 Mt Alexander Road Moonee Ponds VIC 3039

CERTIFICATE BY MEMBER OF THE COMMITTEE

I Paul Harrison, and I Joseph Corponi, certify that:

This annual statement was/will be submitted to the members of the association at its annual general meeting.

Paul Harrison - Chairperson

Dated:

Joseph Corponi - Treasurer

Dated:



The Asylum Seeker Resource Centre would not exist without the extraordinary efforts of thousands of members of the community, the tireless work of hundreds of volunteers, and the support of the following organisations:







Ray and Margaret Wilson Foundation Rural Australians for Refugees Sunshine Foundation

William Angliss Charitable Fund

