

Annual Report **2019**



HOME *of* **HOPE**



Founded 18 years ago, the Asylum Seeker Resource Centre (ASRC) is Australia's largest human rights organisation providing support to people seeking asylum.

We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being.

We champion the rights of people seeking asylum and mobilise a community of compassion to create lasting social and policy change.

The ASRC movement is proudly supported by a community of committed volunteers and supporters.

Vision

Our vision is that people seeking asylum can live safely, sustainably, independently and equally.

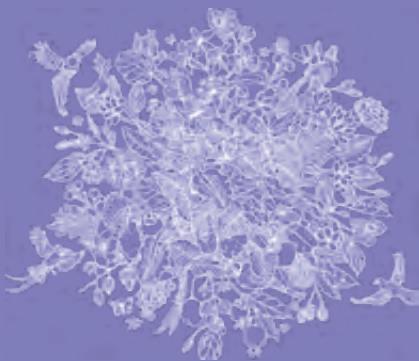
Mission

Our mission is to support and empower people seeking asylum at critical junctures of their journey.

Building on our proximity to those with lived experience, we mobilise and partner for a community of compassion, justice and opportunity.

Our beliefs

- We act without fear or favour working in the best interests of people seeking asylum.
- We work with, and not for, people seeking asylum while acknowledging that they are the experts in their own lives. Through collaboration, we can create meaningful impact and achieve great things.
- We are true to ourselves. We speak the truth and champion integrity and fairness.
- We speak up against injustice wherever we see it. We battle wrongs perpetuated against people seeking asylum and help them to protect their rights.
- We tackle seemingly impossible problems with courage and imagination. We are agile and innovative in finding solutions.
- We leverage the strengths, knowledge and wisdom of our community and its incredible diversity.



The Home of Hope mural provides a beacon of welcome and hope to all that visit the ASRC.

The mural celebrates the diversity of the people we support, depicting the birds, plants and produce from our members' countries of origin.

Commissioned in 2016, the mural is proudly displayed in the members reception at the Home of Hope in Footscray.

Our wish is that people who come here seeking safety feel welcomed and acknowledged when they arrive at the ASRC. It is our hope that our members feel comfort in the knowledge that they have found a new home in the ASRC and feel a new sense of belonging.

Acknowledgement of country

The ASRC would like to acknowledge the Wurundjeri and Bunurong people of the Kulin Nation as traditional owners and custodians of the land on which the ASRC stands. We acknowledge that the land was never ceded and we pay our respects to them, their customs, their culture, to elders past and present and to their emerging leaders.

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Welcome from the Chair

In the 15th Century, Leonardo Da Vinci wrote “It had long since come to my attention that people of accomplishment rarely sat back and let things happen to them. They went out and happened to things.”



As I write in 2019, more than 900 men remain in offshore detention in Papua New Guinea and Nauru, more than 1,200 men, women and children are in detention facilities across Australia, and approximately 20,000 people seeking asylum live in the Australian community. These are the people that the ASRC exists to serve.

This year marked six years since the Rudd Government announced it was restarting offshore detention for people seeking asylum who arrived by sea. During the year we saw the increasing withdrawal of SRSS ‘safety net’ payments for those onshore, leaving thousands of people - families and children - destitute and homeless with no form of income. The year culminated in the Morrison Government being re-elected for a further three years, dashing our hopes for a reversal of current policies.

Despite such challenges, the ASRC, in partnership with the refugee sector and our thousands of supporters, refused to be bowed. In our 18th year, our impact and organisational strength grew more than ever.

With our partners, we played a leading role in the successful #KidsOffNauru campaign and the creation of the Medevac legislation, which finally enabled sick refugees to receive the medical treatment rightly due to them. The passing of the Medevac Bill saw the first Parliamentary defeat of a sitting Government in more than 90 years. These are significant examples of our strategic goals in action as we work together to build a powerful movement that leads to effective social change for people seeking asylum.

Financially, thanks to the generosity of our donors, the ASRC’s annual income grew to a record high for the 10th year in a row. By continuing to manage our finances prudently, we ensured our sustainability for future years.

We continued to strengthen our Board with the addition of highly experienced lawyer Greg Tucker, former CEO of Maurice Blackburn Lawyers. We also farewelled some long standing friends - Sister Brigid Arthur after 15 years of service on the Board and Kam Razmara after six years. We are indebted to them for their contribution.

I am delighted that Rebekah Lautman, who was present at the very first ASRC meeting in 2001, and who joined the Board in 2011, has continued as our longest serving Board Member after being re-elected at our AGM for a further two years.

The Board initiated a new People and Culture Advisory Group during the year, consisting of ASRC management and independent external specialists. The Group’s Chair and Board Member, Marie Sellstrom brings expertise in the sector as President of Rural Australians for Refugees and from her 30 year professional background in human resources.

This new Board has strengthened the ASRC’s governance and processes. It also complements the Finance and Risk Subcommittees, which combine members of the ASRC and external experts. These are chaired by Board Members Suzana Vlahovic (Treasurer) and Haleh Homaei respectively.

I feel proud and thankful to be the ASRC Board Chair. As the external environment becomes ever more hostile for the people we serve, the ASRC becomes stronger and stronger. For this, I would like to thank our members, our donors, our supporters, the dedicated employees and volunteers, and of course our founder and CEO Kon for his outstanding leadership.

In the ASRC’s 18 year history, we have never been more impactful for the people that we serve, more influential on the external environment, or more sustainable than we are today.

In a cruel irony, perhaps we have never been more needed.

A handwritten signature in blue ink that reads "Michael".

Mike Sum
Chair

CEO year in review

The past year has been one of tremendous challenges but, in equal measure, of great progress and success.

As we celebrated our 18th birthday in June 2019, I reflect on the legacy we have built so far; from welcoming more than 21,000 people seeking sanctuary through our doors, to achieving policy and legislative changes through our fearlessness and independence.



The challenges were familiar, in their cruel, punitive nature and in their devastating impact. From savage cuts to income support for vulnerable people and the continuation of temporary protection visas that keep families separated and in limbo, to six years of leaving refugees on Manus and Nauru in torturous conditions that have so far taken 12 lives and ruined countless more.

What was unique this year was the sheer scale of the cruelty. Families were made homeless by the income cuts. Children on Nauru became mute and resorted to self-harm. The rhetoric of fear and the dehumanisation of refugees surfaced yet again during the Federal Election by the botched re-opening of the Christmas Island detention centre.

There was, however, great hope and light within this darkness. That is the story I want to share as I ask you to keep holding the line with us.

This was the year that all children were freed from detention on Nauru – a remarkable achievement by the refugee sector and hundreds of community groups. I'm proud that the ASRC played a pivotal role in helping the evacuation of 349 children, women and men to Australia.

It was the year of Medevac, landmark legislation that is vital to stopping more deaths by securing medical care for hundreds at risk of loss of life, organs or limbs. This extraordinary achievement came through the amazing leadership of the crossbench led by Dr Kerry Phelps, the ALP, Centre Alliance, independents and the Greens. For our role, the ASRC received the Civil Justice Award, jointly recognised with the Human Rights Law Centre by the Australian Lawyers Alliance.

Since the legislation's passage, we have worked to action Medevac, managing all casework as part of the Medical Evacuation Response Group (MERG). As I write, more than 100 refugees have been successfully approved for medical transfer to Australia.

It was also the year record numbers of people stood with us – supporting our Telethon and food drives, joining our calls to action through your phone calls and visits to local MPs and signing petitions demanding change.

With you, we are an unstoppable movement of justice, love and compassion.

At the coalface, we enabled people to not just survive but thrive. Nearly 6,000 people from Melbourne to Manus reached out for help and we responded, providing housing, food, aid, health care, legal assistance, education and employment services to name a few.

At the heart of our work, as always, are our people, our values and our vision for a better and kinder Australia for refugees. From our incredible staff, volunteers and Board to our donors and supporters and to the refugees we have the honour of working with every day.

We together are making history. We together are reclaiming the moral conscience and compass of this nation. Hope, not despair is our strategy. Now is the time to push even harder for real change, knowing adversity will be our inspiration not our downfall.

Our vision for the coming year is clear: from the grassroots to the halls of Parliament, work for a fair go for people seeking asylum, for a country that gives them a safety net and the right to work and contribute, enables families to be reunited, and refugees to be processed fairly in the community, not offshore.

This can feel daunting but your every act of compassion changes a life and helps us change a nation. We all have a part to play, no matter how small; that's our collective power.

Thank you for being that light on the hill, may it burn brightly forevermore, till our work is done.

Kon Karapanagiotidis
CEO, OAM

Our achievements in 2018-19

70

member volunteers
currently seeking asylum,
giving back to the
ASRC community

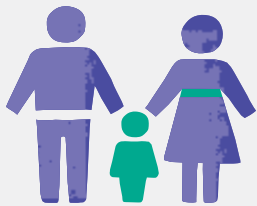


55,813

nights of shelter
offered to 323 people,
including children

3

business launched
with the support of the
Entrepreneurs program



5,971

people seeking asylum
supported by the ASRC



Members received
\$60,000

worth of essential
medications



Supported
1,249

people presenting at
the doors of the
ASRC in crisis



Distributed
\$1 million

worth of fresh food
through Foodbank



Provided legal aid
to nearly

2,000

people seeking asylum
who were unable to
access legal support
elsewhere



Powered by
the support of:

4,310

regular donors
(20% increase)



109*

full time equivalent staff
(133 headcount)

* excludes social enterprise

70

people employed
by ASRC Cleaning and
ASRC Catering social
enterprises



1,227

volunteers
(12% increase)



358,407

hours of service
by volunteers
(12% increase)



4,185

health
appointments



ASRC Telethon on
World Refugee Day:

9,256

donors

+ \$1 million

raised in one day



8,413

hours of English classes
offered (11% increase)



Supported the
transfer of

109

children off
Nauru



283

job placements secured by
the Employment program
(20% increase)

352

people referred
to subsidised
VET courses

26

active participants from
Advocacy and Power
Program leading
social change

Environmental context

Status Resolution Support Services (SRSS) is a small income allowance afforded to people seeking asylum in the initial stages of the refugee determination process. It is the only safety net for those who are looking for work. But since August 2017 the Government has systematically tightened eligibility for SRSS, resulting in thousands of people being cut from income support.

Cuts to SRSS began for single adults in late 2017 and was expanded to families with school age children in February 2019. Only those able to prove they suffer from an extreme and chronic degree of physical or psychological incapacity are likely to retain some level of income support under the new cuts.

The changes to SRSS simultaneously remove casework support that people seeking asylum first received during the years they were denied the right to work. This has exacerbated psychological trauma on top of increasing economic insecurity among people seeking asylum, many of whom have been waiting beyond six years for an outcome on their protection claims.

Many who have lost SRSS are dealing with mounting arrears like rent, yet many people seeking asylum are not eligible for mainstream homeless accommodation or public housing programs because of their visa status.

The SRSS changes also make no allowance for an individual's level of English; their physical or psychological capacity to find and keep a job, or the low probability of new entrants to the labour force in finding full-time, stable work.

In fact, people seeking asylum who are unemployed or under-employed are now the only cohort of job-seekers in Australia denied access to income support while looking for work.

The impact of the removal of SRSS is forcing people seeking asylum into destitution. More people and families than ever before are turning to the ASRC homeless, hungry and afraid.

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HOME OF HOPE

Fiji

National flower: Tagimaucia

National bird: Fruit dove

Snapshot

Support for people seeking asylum has been provided in recent years through the Status Resolution Support Services (SRSS) program which provided a basic living allowance (89% of Newstart allowance, or approximately \$250 per week), casework support and access to torture and trauma counselling.

As at 28 February 2018, 13,299 people were receiving SRSS support.

The Department of Home Affairs plans to reduce the number of people on SRSS to less than 5,000 (a reduction of over 60%).

7,500 people are likely to become hungry and homeless, most of them living in Sydney and Melbourne.

People seeking asylum who are unemployed or under-employed are now the only cohort of job-seekers in Australia denied access to income support while looking for work.

Pregnant women, families with young children and survivors of torture will not meet the heightened SRSS vulnerability criteria set by the Department.

The impact of SRSS cuts on the ASRC

In 2018-19, 1,249 people seeking asylum presented at our doors experiencing increased levels of vulnerability and destitution. We are witnessing more people now than ever, particularly families with children, at risk of hunger and homelessness.

But the need extends beyond basic support to survive.

Individuals needing urgent assistance are presenting at the ASRC and across Australia with multiple, complex barriers, including;

- risk of homelessness that will further erode their capacity to find and keep work
- food insecurity
- social isolation
- uncertainty; all members will wait years, some more than six years for an outcome of their claim
- language; low English proficiency, or low literacy and numeracy due to disrupted education in their home countries
- employment gaps due to the previous denial of their right to work
- long-term physical and psychological effects of past trauma, compounded by the protracted process of seeking asylum

These circumstances make people seeking asylum acutely vulnerable.

As a consequence, the ASRC has seen further escalating demand for our services in 2018-19.



Mobilising to respond to the crisis

The ASRC has played a key role in bringing the sector together as it continues to develop innovative ways to support people who have been exited from SRSS. ASRC programs have been involved in forums, prepared reports and led advocacy initiatives to raise awareness and address this issue with local and state Government services. However the demand for services greatly outweighs the resources available.

As a result of this advocacy, the State Government has committed \$3 million to provide casework, housing, employment and emergency relief

support of which the ASRC will receive \$1.191 million to provide these services in Melbourne's west. In addition, the State Government has committed to work more closely with state funded services to increase capacity and access for people seeking asylum.

The ASRC's commitment to collaboration with regional and sector partners has been key to delivering positive outcomes for members in 2018-19. The ASRC and Brotherhood of St Laurence have commissioned multi-agency service mapping workshops to identify and fill service gaps, as well as streamline job referral pathways for people who have lost SRSS support.

Australian policy context

The policy context at a Federal Government level was the toughest the ASRC has ever had to face into. Working within an environment driven by neglect, fear mongering, cruelty and chaos, the human rights of people seeking asylum were consistently eroded through inhumane policies that cut people off income support, denied many the right to work, prevented family reunion and required legal action to get sick children removed from Nauru.

Lead up to the Federal Election

The pre-Federal election political environment further added an element of urgency as the Government fought legal action in the courts to try and stop sick refugee children from Nauru being brought to Australia and attempted to prevent the enactment of the desperately needed Medevac Law, to enable the medical transfer of people in offshore detention for life saving treatment.

Throughout 2018, the ASRC Detention Advocacy program provided life saving casework to several hundred people on Manus Island and Nauru. By working closely with lawyers, including the Human Rights Law Program (HRLP), more than 100 people were transferred for medical treatment to Australia either under court orders or through pressure applied on the Government through court action.

From November 2017 to February 2019 up to when Medevac passed, the ASRC had helped facilitate the medical transfer of more than 300 people.

Following on from this, the combination of the ASRC's efforts, as well as others from the refugee sector including Dr Kerryn Phelps, resulted in the historic enactment of the Medevac Law on 1 March 2019. This important win enabled the medical transfer of a further 100 people for life saving treatment, coordinated under the Medical Evacuation Response Group (MERG) and supported directly by the ASRC's Detention Advocacy program.

The pre-election period also provided the ASRC with a valuable opportunity to work alongside others in our sector to persuade the Australian Labor Party (ALP) to take a different approach to refugee policy. The ASRC conducted

briefings with key members of the ALP which contributed to new commitments that they would take to the election. These commitments included; to restore fairness to refugee processes by abolishing temporary protection visas, restoring SRSS, scrapping the 'Fast Track' legal process and safely resettling those refugees left to perish in Papua New Guinea and Nauru.

While the May 2019 Coalition win prevented immediate implementation of these policies, these shifts sowed important seeds for change and to break bipartisan support for some oppressive policies towards refugees.

The ASRC remains vigilant and hopeful that together with you - our community of supporters and advocates - we can transform policy for fair and just treatment of people seeking asylum.

Snapshot

In 2018-19 a suite of new Bills, and amendments to the Migration Act sought to undermine the rights of people seeking asylum and fair process in determining one's case for protection.

The ASRC Human Rights Law Program (HRLP) and campaigns team undertook effective systemic change, which, in combination with sector partners, prevented the passage of several Bills into law.

The ASRC contributed to preventing the *Migration Amendment (Strengthening the Character Test) Bill (Cth) 2018* from passing which would have further expanded the Government's powers to cancel or refuse visas, including protection visas, on character grounds and without a fair process.

The ASRC helped to prevent the attempted reversal of a Federal Court decision which found Ashmore Reef and Cartier Islands were not valid 'ports', which would negatively impact the cases of around 1,600 people.

On 2 April 2019, the Government enacted the *Migration (Fast Track Applicant Class - Temporary Protection and Safe Haven Enterprise Visas) Instrument 2019* which expanded the scope of people subjected to unfair 'Fast Track' processing, removing important legal rights with no pathway to a permanent protection visa. The ASRC mobilised to push for the Senate to disallow the Instrument.

Responding to the critical and unmet need

The ASRC's frontline programs provide essential humanitarian services to address the critical and unmet needs of people who have no other sources of support and often need intensive assistance to survive day-to-day throughout their refugee determination process. We take a holistic approach to the support our members, whose needs grew increasingly complex during the year as a result of SRSS cuts.

Safe housing

Many people seeking asylum are not eligible for mainstream homeless accommodation or public housing programs, falling outside the homelessness support system. Not surprisingly, one of the most requested services at the ASRC is safe housing. In 2018-19, our rental assistance program offered safe housing to around 60 people each month, while being supported to transition to independence.



Stable, safe and long-term housing is a critical goal for the wellbeing and independence of people seeking asylum.

Casework and counselling

Seeking asylum in Australia can be extremely uncertain, complex and stressful. Many of our members face this while also experiencing other issues, such as severe destitution, food insecurity, mental health issues and homelessness. Our casework program helped 486 people navigate through this, supporting them to endure the refugee determination process by helping them access services within the ASRC, and from sector partners and the broader community.

The counselling program offered additional support to around 42 people each month to address challenges in a positive way. The impact from this has been the ability for members to feel relief from depression and anxiety, greater self-acceptance and self-esteem, ability to change self-defeating behaviours and better expression and management of emotions.

In 2018-19, the casework and counselling programs were streamlined, and effective quality measures executed across service delivery and administration. This has resulted in a better understanding of client needs, quality of care and increased efficiency.



\$12.73

program cost to give shelter to one person per night



55,813

nights of shelter



323

people housed



486

people received continuity of care in casework



42

people each month received counselling

Responsive network of support

To the 1,249 new people presenting in crisis at the ASRC, the General Access Program (GAP) was able to offer hope and support in the form of advocacy, referral to services as well as emergency food, travel assistance, pharmaceuticals and accommodation. The drop-in triage service is often a last resort for many people, which this year saw an increase in complex cases including people experiencing homelessness, family violence, mental trauma, and labour exploitation. For 1,003 existing ASRC members the GAP program was able to provide advice and referral to additional services in the community.

The GAP program also responded to the immediate material needs of 872 people by offering gift cards for essential household items, baby essentials for parents, blankets and sleeping bags, travel passes, mobile phones and calling cards, and back-to-school packs for children.

Our General Access Program (GAP) is the last line of defence for people in crisis, facing homelessness and hunger.



HOME OF HOPE

Nigeria

National flower: Tree flower

National bird: Crowned crane

Food security

In 2018-19, the ASRC Foodbank enabled 650 people each week, of which around 70% do not have income, to help them access nutritious food that contributes to positive physical and mental health. This was possible by leveraging partnerships with food rescue charities, running food drives and through individual food donations, which collectively supplied more than \$1 million worth of fresh food and groceries to families seeking asylum.

To ensure consistent supply of fresh vegetables, Foodbank expanded its Harvest of Hope garden in 2018-19, which contributed \$43,000 worth of produce and enhanced the quality of fresh food available.

Another key achievement was the redesign of the shopping experience in Foodbank, which now replicates a traditional supermarket. The new space supports self agency as well as social connection and dignity for our members. Another positive change, in accordance with a trauma-informed program, is the removal of a points-based food allocation system, which was reminiscent of the food allocation system in immigration detention. Instead, members are able to access food based on their household size, and a greater allocation is provided to those with no income.

A hot, healthy lunch was also offered to members in a communal space shared with volunteers and staff.

Our Community Meals program is the heart of the ASRC, a place where people come together (members, volunteers, staff) to enjoy a healthy and nutritious lunch, five days a week. For many members, this is their only hot meal for the day.

**2,252**

people in total supported by GAP

**872**

people offered material essentials

**650**

people on average access Foodbank each week

**223**

hot meals provided on average each week

**\$1 million**

worth of food donated



Access to healthcare

Access to Medicare can fluctuate depending on the visa conditions of our members. This, alongside restricted access to income support, places people seeking asylum at risk of poor mental and physical health. In 2018-19 the ASRC Health Clinic saw greater complexity of health issues that was compounded by changes to the Status Resolution Support Services (SRSS). The clinic ran at full capacity in order to offer a healthcare safety net to 657 patients, across 4,185 appointments on a range of professional health services. Working towards the

goal of attaining good health, patients were also offered free catch-up immunisations, the flu-vaccine and essential medications for those experiencing financial hardship.

The clinic continued to work according to best-practice and using a holistic approach to health care. The program undertook a benchmarking exercise against RACGP accreditation standards, and a direct-action plan will commence in 2019 to improve its services. Continued commitment to the clinic's strategic alliances in the sector enabled people seeking asylum to access specialist services.

The Health program is central to the holistic approach taken to support the physical and mental wellbeing of people seeking asylum. Through the health program members receive comprehensive primary care services together with specialist clinics, helping people to manage their own health and understand their rights to access health care.

Detention advocacy

The Detention Advocacy Program provides individual advocacy and support to refugees and people seeking asylum indefinitely detained in offshore processing centres located in Manus and Nauru. In 2018-19, the program

successfully aligned with sector partners to campaign and coordinate the safe removal of 109 children in detention on Nauru. Since the Medevac legislation took effect in 2019, the program now provides a clear pathway for people in offshore detention to receive urgent medical treatment.



4,185

health appointments



657

patients accessed
the health clinic



\$60,000

worth of essential medications
received by members



450+

applications for Medevac
responded to

Delivering impact through justice

In a country where the rights of people seeking asylum and refugees are slowly eroding, the ASRC's Human Rights Law Program (HRLP) provides and advocates for access to justice for those who have sought safety in Australia. Through combining legal casework for individuals, strategic litigation and law reform advocacy, we are working to change the lives of thousands who are oppressed by our Government's asylum policies.

Access to justice that can save lives

In 2018-19, the Human Rights Law Program (HRLP) provided free legal help to nearly 2,000 clients who were unable to access legal assistance elsewhere, across every stage of the refugee determination process. Not only were these people able to access justice, it provided a chance to feel safe again.

- Full legal representation provided for 360 clients or families and a further 600 ongoing limited assistance matters at any given time
- Successful medical transfers secured for several women and children on Nauru (before Kids Off Nauru campaign which successfully saw 109 people evacuated)

Legal clinics

In 2018-19, our regular legal clinics enabled over 800 people seeking asylum to receive critical legal aid by an in-house lawyer or one of hundreds of legal volunteers.

- 503 people were supported across 338 legal appointments during Wednesday Night Clinics
- Provided intensive legal aid to 107 people in our Gender Clinic across 225 appointments, with around one third of clients receiving three full-day legal appointments
- 30 clinics run in partnership with La Trobe University, to assist 148 clients
- 40 client statements submitted to the Information Commissioner seeking remedy for the data breach by Home Affairs in 2014, who mistakenly published the personal information of 9,258 people in immigration detention

New requests for legal assistance

Reform of the legal triage service this year resulted in increased efficiency, through a shorter, preliminary assessment followed by lawyer appointments or a legal clinic.

- Handled 1,232 new requests for legal assistance
- 92% of legal triage caseload offered legal assistance
- Requests for telephone advice service increased by 18%
- 61% of clients presenting at triage received further ongoing legal support



We continue to fight in the courts and work with our sector to uphold the rights of people to seek asylum and effect change through strategic litigation, policy development and law reform. Our efforts are guided by consultation with people seeking asylum and informed by what will have the biggest impact on the lives of those seeking protection.

A sample of what we achieved in 2018-19:

We won a court appeal for a 6 year old client. The court agreed with our submissions that the Administrative Appeals Tribunal had made an error in the way it assessed our client's ability to relocate to another part of her country to avoid the risk of gender-based violence (FGM). This decision created an important precedent for how children's claims, especially concerning relocation must be assessed, taking into consideration the limited control children typically have over where they live or can relocate to.

We assisted a woman facing extradition proceedings who was detained while pregnant and then separated from her newborn when she was refused bail. As well as refused bail, she was refused the right to keep her child with her in detention for some 2 years pending her hearing.

We took part in two Senate inquiries on the Government's increased visa cancellation powers and lifelong visa bans on people detained in Papua New Guinea and Nauru. Disagreeing with the Government's majority report, the Greens and the ALP both referred extensively to our submissions and verbal evidence. Despite the Government's position prevailing in the Committee's report, this departure from the previously bipartisan approach tells us we were heard and have built important dissenting constituencies in Parliament.

In April 2019 the Government introduced a legal instrument to expand the scope of 'Fast Track' processing. We pushed for the Senate to disallow this instrument, which would remove important legal rights. The disallowance motion was tabled but not debated before Parliament was prorogued on 11 April and has been re-tabled for debate in October 2019. We continue to advocate for the group subject to an exceptionally lengthy and unfair process.

Around 20 clients who arrived by boat before 2012 have been in limbo for years, waiting for the right to lodge their protection visas. Using our advocacy and casework approach, we were able to uphold their rights and some were finally able to apply for protection in August 2018. We have subsequently secured protection visas for several of these particularly damaged and traumatised clients.

We assisted and won in several complex stateless Rohingya family cases where there was difficulty proving our clients didn't have another nationality to rely on. Their evidence and our lawyers' submissions at the primary and review stages showed they are refugees and they will be granted visas.

We filed an urgent petition to the UN Human Rights Committee for an ongoing case where there was strong medical evidence the person would die if deportation proceeded. Interim measures were granted by the Committee requesting our Government not to deport our client until the Committee had an opportunity to consider his complaint and so far the Government has complied.

Cases involving family violence are often hard-fought but we secured permanent and temporary protection visas for several women and their children fearing violence in their home countries, many of whom also experienced violence in Australia. This casework then served as a springboard for advocating on legal and policy reforms needed to make the Government more accountable for its treatment of family violence victims and children seeking asylum based on Australia's obligations under UN conventions to protect the rights of children and women from discrimination, violence and family separation.



Protecting Binti's* right to live in safety

For Binti, leaving her home country was the only way to escape family violence. Local police had either ignored her requests for help or punished her for complaining.

In fear for her life, she came to Australia on a visitor visa and applied for protection. Refugee applicants from her country are often refused, and Binti was no exception. The department rejected her claim without even interviewing her and she then missed the deadline for the appeal process, for which there are no second chances.

Binti came to us and our lawyers from the Human Rights Law Program (HRLP) took her case to the High Court. We won, and her initial rejection was set aside. The Department declined her application for a second time, so we helped her seek review before the Administrative Appeals Tribunal. We won again, and this win then led to Binti and her son being granted permanent protection visas in Australia.

This decision was critical not just for Binti but for others in Binti's situation. The HRLP highlighted two important issues: how the department assesses claims in the case of family violence and how it deals with children who are stateless, such as her son who was born in Australia.

Permanent protection visas mean Binti and her young son are free from the fear of being sent back to further violence or worse. Binti can now build a life, protected as part of the Australian community.

*Not her real name

Delivering impact through informed practices

The ASRC has developed from a small grassroots organisation into a large, complex not-for-profit working with a diverse member community. Our programs are modelled on a holistic approach and trauma informed practices to deliver the most effective support. A new Monitoring and Evaluation (M&E) system, informed by members, has been introduced to measure performance and ensure programs continue to deliver the greatest impact.

Monitoring our impact

The ASRC recognises the need to develop more sophisticated systems that can deal with the scale and complexity of our operations. Importantly, these systems must also support the ASRC's ability to be agile and responsive within a constantly changing external environment.

In 2018-19 the ASRC formalised a Monitoring and Evaluation (M&E) system across all member-facing streams.

The primary purpose of M&E is to:

- Facilitate continuous improvement
- Measure and assess our impact
- Increase accountability to our stakeholders

M&E is an essential and ongoing part of the ASRC's work that can flex and adapt over time, but also ensure staff have the skills and capacity to plan and practice M&E within their roles.

Strategic alignment of programs

Program logic models have been developed across all programs to achieve clarity and consensus at program level, ensure their strategic alignment and effectiveness of operations. All M&E plans have been developed to delineate each program's intended outcomes and activities, measures of success, program targets, data source, data collection methods, and timelines for implementing the routine and periodic monitoring and evaluation of activities in line with the values and principles of the ASRC.

Lived experience leads assessment of program outcomes

The ASRC recruited consultants and volunteers to undertake evaluation of programs and as well as to gather insights to drive decision making on relevance, efficiency and effectiveness of selected priority areas.

Assessment of program outcomes are also conducted in ways that respect and value members. Individuals with a lived experience of seeking asylum are meaningfully engaged in the planning and implementation of M&E activities wherever possible and appropriate. Such meaningful engagement and collaboration is an important component of the Lived Experience Evaluators Project (LEEP), which was piloted in 2018-19. The pilot trained people with a lived experience of seeking asylum to conduct program evaluations through paid internships. Interns used their evaluation skills to assess ASRC programs. Through LEEP, the ASRC received valuable input on program outcomes while interns gained employment experience as well as transferable skills for use in the professional workforce.

Holistic and informed service delivery

All ASRC programs are modelled on a holistic approach that considers the whole person, rather than a 'need' in isolation. The approach is also underpinned by the goal of improving members' wellbeing.

Our integrated service model enables members to engage with multiple programs and often one service builds on the benefits of other complementary programs.

People seeking asylum in Australia are confronted by social and cultural conditions and systems that are radically different from their past experiences.

In addition to the trauma they might have faced in their home countries, people may suffer from chronic anxiety and helplessness while awaiting the determination of their protection claim. Trauma therefore can contribute to reduced capacity to engage in programs at the ASRC.

When people seeking asylum engage with the ASRC, they are met with people and programs that respond in a way that is supportive, inclusive and informed by trauma, as well as the experiences of members.



Delivering impact through employment pathways

Employment restores hope to people seeking asylum and the right job opportunities can transform people's lives. The ASRC's Employment Program supports people seeking asylum to identify pathways to entry-level opportunities that lead to finding their preferred work so they can progress their careers in Australia.

Pathway to independence and agency

People seeking asylum who are unemployed or under-employed are the only cohort of job seekers in Australia who are denied income support while looking for work.

The power of earning an income means stability, to be able to support one's self and their family and importantly, to exercise self agency. More than this, it's also the opportunity to save money, gain local work experience, referees and networks. This is the outcome the Employment Program aims to achieve through job search training, enrolment into learning and development opportunities, and referral to employment partners.

- 533 members were actively engaged in the employment program
- 269 jobs were secured and 283 job placements were made
- 15% increase in job placements in 2018-19
- 964 employment casework appointments
- 495 job referrals to employer partners
- 132 employer partners



Developing optimal employment strategies

The ASRC partnered with the Centre for Social Impact at Swinburne University to publish a research report to understand the challenges people seeking asylum face in finding employment in Victoria. The report reviewed targeted employment programs within the sector to understand the overall economic cost and benefit of each program providing practical recommendations to inform an optimal employment strategy and further improve people's employment outcomes.

During the report review period the ASRC Employment Program provided increased impact through:

- raised employment rates
- higher income levels than graduates of other non-ASRC programs
- lower comparative costs per participant with greater economic impact

Through an integrated and holistic program focus the ASRC is well positioned to deliver employment opportunities that empower individuals and provide strong economic contribution.



533

members actively engaged in employment programs



15%

increase in job placements in 2018-19



269

jobs secured



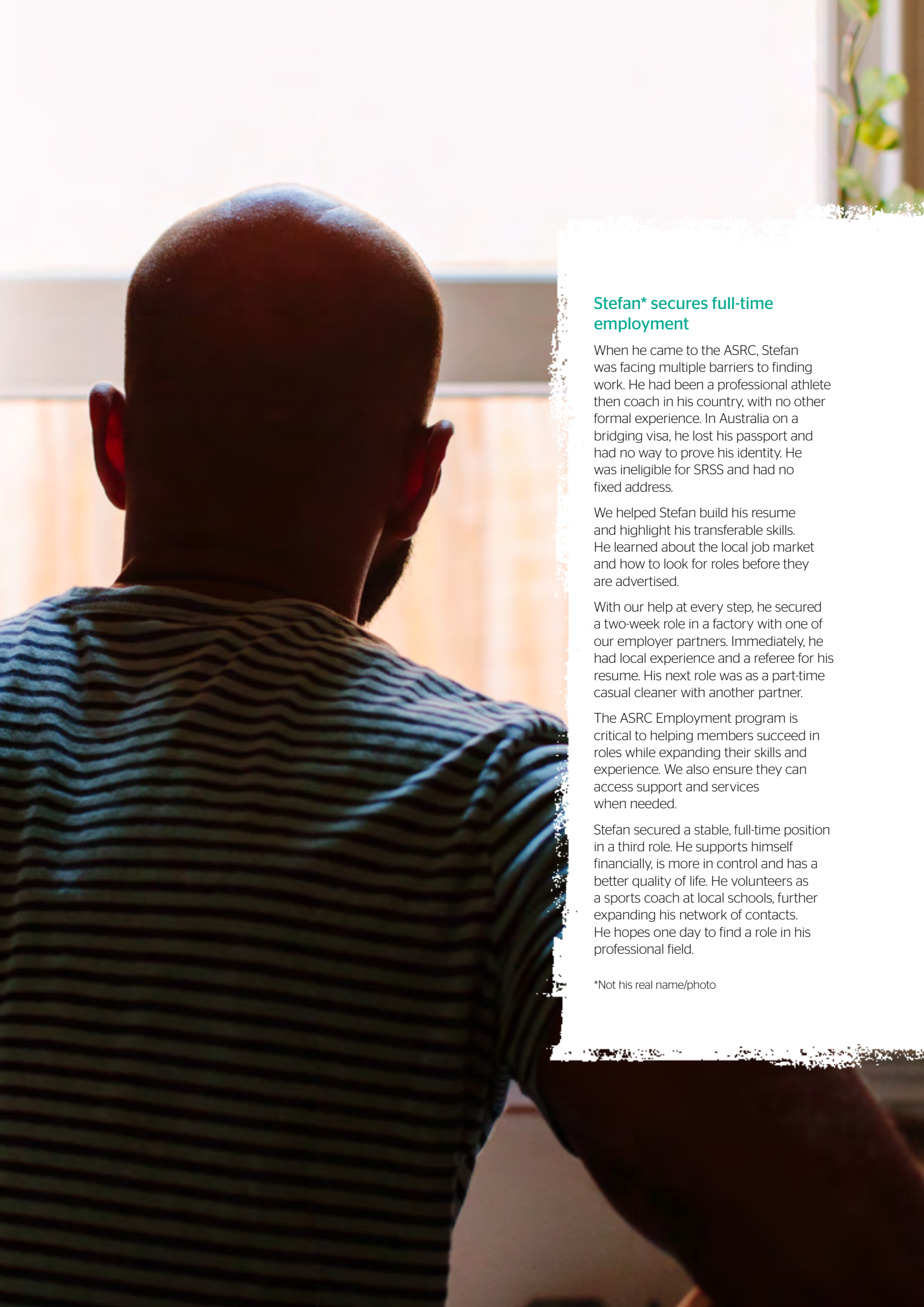
964

employment casework appointments



132

employer partners



Stefan* secures full-time employment

When he came to the ASRC, Stefan was facing multiple barriers to finding work. He had been a professional athlete then coach in his country, with no other formal experience. In Australia on a bridging visa, he lost his passport and had no way to prove his identity. He was ineligible for SRSS and had no fixed address.

We helped Stefan build his resume and highlight his transferable skills. He learned about the local job market and how to look for roles before they are advertised.

With our help at every step, he secured a two-week role in a factory with one of our employer partners. Immediately, he had local experience and a referee for his resume. His next role was as a part-time casual cleaner with another partner.

The ASRC Employment program is critical to helping members succeed in roles while expanding their skills and experience. We also ensure they can access support and services when needed.

Stefan secured a stable, full-time position in a third role. He supports himself financially, is more in control and has a better quality of life. He volunteers as a sports coach at local schools, further expanding his network of contacts. He hopes one day to find a role in his professional field.

*Not his real name/photo

Delivering impact through empowerment

Employment and education are critical in empowering people seeking asylum to achieve social and economic agency. The ASRC Empowerment Pathways programs create a safe and supportive environment for people to learn and build self-determination and provide a pathway for people to realise their full potential.

Empowerment through education

An inclusive and safe environment for learning and the opportunity to gain accredited training empowers people seeking asylum to achieve social and economic agency. In 2018-19 the Education Program worked alongside members to reach their full potential by empowering them to speak fluent English and gain vocational diplomas and certificates that would lead to improved employment outcomes.

Learning English

People seeking asylum are able to drop into English language classes catering to all levels of English fluency, across the ASRC's Footscray and Dandenong locations. For those seeking to enrol in higher education, IELTS preparation and advanced grammar courses are offered. For people unable to commute to our centres due to illness or caring responsibilities, they can also access home English tutoring.

Recognising the need to develop industry-specific language literacy and soft skills for the workplace environment, a new English for Work (EFW) pilot commenced in 2018-19. Student take-up in Dandenong has been swift with 1,032 hours of EFW classes offered in just six months, and 224 hours in Footscray.



Collaboration with partners to improve access to higher education

People seeking asylum cannot access funding schemes such as Fee-Help or HECS-HELP due to barriers relating to their visa, financial hardship and language proficiency. To ease some of this, the ASRC has worked in collaboration with Refugee Council of Australia (RCA) and universities across Victoria to deliver information sessions for people seeking asylum on fee-waiver opportunities. The ASRC has collaborated with universities to improve access to courses, which has seen positive results.

Asylum Seeker Vocational Education and Training (ASVET)

A Victorian Government funded initiative, the ASVET program acts as a key referral hub for people seeking asylum interested in gaining subsidised or free VET courses. The only program of its kind in Australia, it also supports education providers to facilitate the engagement and enrolment for eligible students.

In 2018-19, the impact of the Federal Government's changes to Status Resolution Support Services (SRSS) meant a drop of 7.8% in referrals. This is on top of the nearly 27% drop in 2017-18. This is because studying immediately renders most people seeking asylum on Bridging Visas ineligible for income support. Constrained by economic hardship many people have been unable to commit to long term study.

- 866 appointments to assess access to VET courses
- 352 people referred to VET courses



50

university scholarships secured by ASRC members



8,413

hours of english classes offered



352

people referred to VET courses



Empowering Sam* through education

Sam was facing a challenge that is common to many of our members: his professional qualification and extensive experience overseas were largely unrecognised locally. The result for Sam was significant financial hardship and isolation while dealing with the uncertainty of changes to government policies.

Known for his perseverance and industrious nature, he took on a series of "survival jobs" including fruit picker, fresh food wholesaler and driver. Then he found the ASRC's ASVET program, which gave him access to subsidised vocational training and a pathway to his goal: employment as a healthcare professional in Australia.

After enrolling in TAFE, he completed a Certificate with High Distinction. This outstanding academic result, combined with his previous experience and clear determination, earned him a scholarship for a diploma in the health sciences.

Despite his hard work, it was still not easy. His classes and work placements required him to travel to the other side of Melbourne. Sam juggled a demanding workload at a time he had significant personal pressures.

But recently, Sam secured a part-time contract in a Melbourne hospital, facilitated by the ASRC Employment Program. We have no doubt that he will achieve his goal, while inspiring other people along the way.

*Not his real name/photo

Delivering impact through social enterprise

People seeking asylum are often exposed to industrial discrimination and exploitation due to the restrictive visa conditions which are imposed upon them. The ASRC's Catering and Cleaning social enterprises provide positive work experience and fair employment opportunities for people seeking asylum as well as increased social returns. Both enterprise profits are re-invested into the ASRC to further support members and increase impact.

Social enterprises that increase social returns

The steady growth in 2018-19 for both ASRC Cleaning and ASRC Catering has enabled the social enterprises to offer 38,000 hours of employment collectively, a 9.5% growth on last year, to people seeking asylum. The social and economic impact has been profound for the 70 people employed by both businesses, that were able to offer sustainable, reliable work, at award rates.

ASRC Catering

Now in its 14th year, the Catering enterprise employed 28 people seeking asylum in 2018-19 and generated \$1,588,308 (an increase of 9.5% on previous year).

The number of events also increased 12% on previous year to 1,542 catered functions providing 17,544 hours of employment to members.

Find out more about the service at www.catering.asrc.org.au

ASRC Cleaning

For many, employment with the ASRC Cleaning enterprise is their first exposure to the local work culture and community and an opportunity to gain work experience and references.

A total of 42 people were employed during 2018-19 who completed a total of 3,758 commercial jobs (an increase of 45% on previous year) which provided 20,456 hours of employment (an increase of 17% on previous year). Customer numbers increased by 45% on previous year generating \$958,737 in revenue, up 31% on previous year.

Find out more about the service at www.cleaning.asrc.org.au



70

people employed by social enterprises



+38,000

hours of paid employment provided



3,758

commercial cleaning jobs



1,542

catered functions



\$2,547,045

combined revenue generated to reinvest into the employment of people seeking asylum



Beka's* leap from social enterprise employment

Beka is not alone in struggling to enter the Australian workforce while seeking asylum. In 2016 she arrived from Papua New Guinea with professional qualifications as a secondary school teacher, which are not recognised here.

The barriers to employment can quickly add up, such as a lack of local experience, cultural discrimination and limited English. These contribute to extreme financial hardship and a loss of independence, purpose and identity.

Due to her visa restrictions, Beka is not eligible for the TAFE course that would mean her qualifications are accepted. Beka was referred to our ASRC Cleaning social enterprise in 2017. She began cleaning homes before moving to an opportunity in commercial cleaning.

A staff member at a commercial client, Western Program Alliance, observed Beka's initiative and commitment. She was offered paid work experience in operations and, just a few weeks in, secured an ongoing full-time role in the administration team.

"I'm a professional teacher back in my country, I've got a degree in education but I can't teach here. I had so many troubles going through depression. This opportunity just changed me. Now I think oh, it's bringing out that good. I feel like it's a relief for me."

*Not her real name/photo





These are the faces that help power the movement, who breathe life into our programs, and who stand in solidarity with people seeking asylum, committed to fighting for their rights.

Creating a movement

The ASRC takes a whole-of-society approach to advocating for the rights of people seeking asylum, mobilising our community of compassionate supporters and advocates around mass market campaigns that change attitudes and rally support that leads effective social change.

In 2018-19 the ASRC's online community of supporters grew to more than 300,000 people who were mobilised to act on important issues swiftly and with impact – either taking a political or financial action.

The ASRC campaigns and organising teams further engaged with more than 63,000 refugee advocates during the year, of which nearly 26,000 were new to the ASRC.

This year, the campaigns team elevated their engagement activities by focussing on empowering advocates to speak with their local Member of Parliament. This ensured political leaders received critical information about unfolding human rights issues on the front line, and that their constituents were concerned and calling for change.

Central to the ASRC's approach in building a movement on the ground has been collaboration with partner organisations and community groups across Australia. The ASRC executed a focused grassroots, community organising strategy in 2018-19 that leveraged individuals and other organisation's strengths, learning from one another and reducing duplication of effort.

Building a movement by leading with values

Right Track is a community-led movement, that is resourced by the ASRC, and aims to shift community attitudes around people seeking asylum through the power of values-based conversations and education.

In 2018-19, the ASRC organising teams trained 253 sector professionals and community advocates in best-practice values based messaging and the art of persuasive conversations, in order to shift community attitudes. This training also supported Right Track advocates to raise and engage their MPs on issues that matter most to people seeking asylum. The result was an incredible 1,852 conversations conducted by Right Track advocates, nearly a third more in 2018-19 than last year.

Right Track also provided training, support and speaking opportunities for people with lived experience to advocate for their own communities.



63,328

people advocated in some way for people seeking asylum



25,913

people who advocated were new to the movement



1,852

people attended a Right Track table conversation (45% increase)



25

MP meetings initiated



529

people took actions, such as meeting with their MP



Engaging new supporters in the ASRC mission

We are hugely grateful to the hundreds of thousands of compassionate and committed people who continue to support the ASRC's vital work. In 2018-19 more than 25,000 new general supporters stood with the ASRC and people seeking asylum. In order to succeed in our mission, the ASRC continues to engage and activate our base of committed supporters to take action against unjust policies facing people seeking asylum, and invite them to fund critical services that ensure nearly 6,000 members, and people seeking asylum in Australia, feel safe, supported and empowered.



Activating support through fundraising

For many of the thousands of ASRC supporters, fundraising is a symbol of their activism and this has never been more apparent in 2018-19. More than 150 people chose to celebrate their birthday by asking friends to donate to the ASRC, and individuals as well as organisations hosted over 360 morning teas, lunches, movie nights, music shows and personal challenges in support of people seeking asylum.

More than 600 people – powered by the financial support and solidarity of more than 2,500 donors – wore their purple shirts loudly and proudly for the annual Run 4 Refugees fundraiser, held as part of the running events in Melbourne, Brisbane and Sydney.

And for the first time in 2018-19, Feast 4 Freedom enabled 215 fundraisers Australia wide to test their cooking skills by hosting a dining experience led by shared values, and insightful conversation around the issues faced by people seeking asylum. This inaugural fundraiser was supported by over 1,000 guests who tasted cuisine from Syria, Vietnam and Mesopotamia, and many of whom learned for the first time how we have more in common than differences with people seeking safety in Australia.



25,472

new supporters joined our movement



215

fundraisers participated in Feast 4 Freedom inaugural event



600

runners (backed by 2,500 donors) participated in Run 4 Refugees



Over 500

community fundraisers



7,400

new donors made their first gift in support of people seeking asylum

Advocating for social change

In 2018-19, the ASRC focussed its lobbying and law reform efforts on instating a fairer process for seeking asylum, reinstating Status Resolution Support Services (SRSS) support, and improving conditions for people in detention while ensuring they had access to urgent medical care.

Although the Coalition remained firm that they would not provide a safety net for all people seeking asylum, the campaigns organising strategy this year resulted in unprecedented outcomes. 2018-19 also demonstrated a real shift in the narrative for people seeking asylum.

#KidsOffNauru

The Kids Off Nauru campaign showed change is possible when we work together with our partners, the community and people with lived experience. In 2018-19, 170,000 Australians saw and heard the stories of children and families suffering in Nauru. A sector wide collaboration effort mobilised the movement to demand action from their representatives, which led to the evacuation of 90 children off Nauru by Christmas 2018. A further 19 were granted safe passage to Australia in 2019, an unprecedented win for fairness and compassion.

The result would not be possible without the efforts of the ASRC campaigns and organising teams in leveraging its vast media and advocate networks to engage and mobilise support for the children on Nauru.

The groundwork the ASRC has laid in changing the narrative on people seeking asylum also seemed to pay off. Polling revealed a shift in Australian attitudes from little or no knowledge of children in offshore to detention in early 2018, to an astounding 80% support for the removal of all children off Nauru.

#BackTheBill

The passing of the Medevac legislation in 2019 was another unprecedented win for people seeking asylum, the ASRC worked alongside Dr Karen Phelps, people in detention and sector partners to draft legislation to ensure people detained offshore were able to access critical health services and to have their access determined by medical professionals, not bureaucrats and politicians. This campaign was hard won and became the first time in Australian political history that the sitting government lost a vote on its own legislation.

Behind the scenes, the ASRC led direct lobbying in Parliament and continued to support the Greens, Labor and the Centre Alliance in drafting an agreement for the Medevac process. These efforts were supported by tens of thousands of advocates who were mobilised and trained by the ASRC to take strategic actions to engage their local MPs.

The focussed, sector led campaign also resulted in a shift in narrative on people in offshore detention. Essential Media polling showed 64% support for Medevac amongst the majority of Coalition voters polled.

Voices of lived experience in leading change

Rooted in the ASRC's strategy for social change is supporting people with lived experience of seeking asylum to lead the conversation on the issues they face. In 2018-19, the campaigns and organising teams continued to empower people to maintain a regular voice across national, commercial and independent media. The team worked with parents of



children on Nauru, detainees on Manus Island, including Shaminda Kanapathy, Behrouz Boochani and Abdul Aziz Adam, as well as members of Advocacy and Power program to speak about their experiences and the impact of unfolding issues.

Launched in 2018, the Voices for Freedom interactive, online blog provided a platform for expression for people with lived experience. Writings, videos, photography, music and art shared directly via ASRC online channels empowered people to explore their craft, promote their talents and publish for an audience. More importantly, Voices for Freedom offered opportunity for expression beyond the story of asylum.

Empowering people

The ASRC recognise that people seeking asylum are the experts of their own lives. We work with, not for, people seeking asylum and provide opportunities for people to integrate into Australian culture through economic and social participation. In particular our Advocacy and Power, Entrepreneurs and Mentoring programs leverage our members unique strengths to build skills that help them become powerful advocates for change.

Amplifying voices of lived experience

Media and political representations of people seeking asylum has been framed through the lens of 'border protection' and fear. By giving voice to people on the receiving end of public discourse, and equipping them with the skills to influence and share their story, we can shift attitudes on people seeking asylum.

The Advocacy and Power Program (APP) trains and works with people with lived experience of seeking asylum to share their story and aspirations safely and confidently, and become powerful advocates for change. In 2018-19, APP worked with 26 people across Melbourne, Sydney and Brisbane to develop story-telling, media engagement, organising and campaigning skills. The program also facilitated 28 speaking opportunities for APP participants, reaching over 2,300 people.



26

active participants in Advocacy and Power Program



54%

female participants
(56% increase on last year)



Meet Akuol

Akuol's parents, from the Dinka tribe of South Sudan, walked for two months to flee the war. She was born on the journey and spent 11 years in a refugee camp before reaching Australia. It was not until she entered Grade 5 in Australia that she started to learn English.

Her application for the Advocacy and Power Program (APP) explained that she wanted to advocate for her Sudanese-Australian community, for people seeking asylum and for multiculturalism. She wanted to tell her story and change attitudes.

Speaking at her first APP workshop, Akuol was very nervous, paused a lot and had difficulty making eye contact. Since graduating, Akuol speaks with power and confidence and has been a keynote speaker at more than 10 events, including for ANZ and the Refugee Council of Australia. She also featured in an SBS World News story on volunteerism in multicultural communities.

In her APP graduation speech, Akuol expressed her fears for her 15-year-old brother: "He is followed, suspected, even at the supermarket. Even though he was born in Sunshine Hospital! I want Sudanese-Australians to be seen as human beings". She shared the injustice and inequality that her brother and her community faced.

Studying a Masters in Human Rights Law, Akuol continues to contribute to the conversation. She also helps others seeking asylum as a volunteer in our Human Rights Law Program.

Meet Norman

Norman Katende is an award-winning journalist, experienced communicator, public relations practitioner, and media manager. He was the Vice President of the Uganda Journalist Union, has been an advisor on journalism to several international embassies, and served on a number of committees for journalism, including working with the UN Human Rights Rapporteur to Uganda.

Since arriving in Australia, Norman has worked with West Justice, a community legal centre training the trainers in employment law and has volunteered in Campaigns and Advocacy at the ASRC. He also provides both internal and external communication support for his church and advises youth on how to take responsibility for their actions.

The Mentoring Program “opened my eyes to the reality of the Australian experience... Since I was changing cultures not only from continents, but professions as well”.

Working with my mentor “gave me an opportunity to meet different personalities who were able to give me an entry into Australian culture. This ensured that I had an in-depth understanding of workplace practices, language and cultural awareness, which helped me build a great foundation and give me a great starting point.”

Norman is currently employed as a communications coordinator on the Westgate Tunnel Project.



Helping to build business dreams

For nearly 100 people seeking asylum, the Entrepreneurs Program enabled them to cultivate their business idea, build on their existing skills and networks but also to make an informed decision if starting a business is right for them. At the end of 2018-19, 46 active participants were engaged on a pathway to start their own business in Australia, including support to conduct market research, test and develop their product and form a business plan.

Thanks to program partners, participants were able to access a business coach, advice, specialist workshops, introductions to micro-financiers and co-working spaces. The program also collaborated with partners to host quarterly pitch and networking events to empower participants to share their idea, gain confidence and boost their social skills.

Access to professional connections that can launch careers

The Mentoring Program in 2018-19 engaged 44 people to find sustainable employment in their field or related roles. Thanks to successful recruitment drives, 44 people were connected to a professional mentor from their industry, who was able to share their knowledge, expertise and networks that helped to restore their sense of vocational identity and purpose.

New initiatives that drove positive outcomes for members included regular professional development workshops to support members to develop a digital presence for job-seeking, as well as networking events, including access to events hosted by Professional Mentoring Australia. In 2018-19 a Health Professionals Peer Support Group was started to support members to better understand employment pathways to the Australian health sector, as well as to connect them with local industry professionals

The Mentoring Program matches people seeking asylum with volunteer mentors from the vocational, professional and business sectors to build skills and opportunities while the Entrepreneurs Program helps refugees and people seeking asylum to create their own successful small businesses.



HOME OF HOPE

Papua New Guinea

National flower: Frangipani

National bird: Bird of paradise



Alex* receives mentorship to launch her own business

Despite an established career as a journalist in her native Chile, Alex struggled to find work in Australia. There were multiple barriers in entering the job market like her lack of professional networks and fluency in English. That's when Alex turned to her love for design and jewellery. A highly creative self-starter, Alex began designing, making, and selling jewellery and fashion accessories inspired by her Chilean roots. Raising two young children, Alex was able to make her wares to sell at markets and pop-up stores, while teaching Spanish and volunteering as a mentor to other refugee entrepreneur and women seeking asylum at Sisterworks.

Upon engaging with the Entrepreneurs Program, Alex was able to cultivate and refine her business idea and understand her pathway to starting a business in Australia. In partnership with the Brotherhood of St Laurence, Alex was able to complete the Stepping Stones program which enabled her to access mentoring and training in all areas of starting and running a successful business.

Nearly a year into her journey with the Entrepreneurs Program, Alex has been able to access long term professional mentoring that has led her to refine a product catalogue, supply chain, and go-to-market strategy. Her social enterprise, Kelkay has already launched a website with the plan to start selling her products online in 2020.

*Not her real name/photo

Strength through partnerships

Facing into the enormity of the challenges facing people seeking asylum, the ASRC recognises it cannot meet these challenges alone. The role of philanthropy and business, alongside civil society is emerging as one of the most important and influential sectors to deliver real social change and create solutions to complex social problems.

Partnerships that drive impact

The ASRC enjoys the support of many institutions and organisations who not only share our values and belief in the cause but join us in active partnerships to deliver impact. We acknowledge that sustainable long term partnerships are more meaningful when they are based on shared value and not just handouts, and where solutions can be co-created for greater impact.

These firms also continue to engage in partnerships with the ASRC that are multifaceted, with impact across workplace volunteering and pre-tax payroll giving, corporate philanthropy and major event partnerships, such as Maurice Blackburn's ongoing and long term partnership with the ASRC Telethon on World Refugee Day (pictured).



When organisations partner with the ASRC they have the power to change the lives of people seeking asylum. Together with the staff, customers and clients of our strategic partners we increase our impact by building capacity, pushing boundaries, reaching new audiences, and raising funds.

Legal partnerships building capacity to respond & advocate for change

Partnerships with law firms and barristers remain a core strength of the Human Rights Law Program's (HRLP) ability to increase its capacity to assist more clients and expand the scope and impact of its work through litigation. Law firms, including Maurice Blackburn, Russell Kennedy, King & Wood Mallesons, and Gadens provided generous support to the program and to the ASRC on various corporate issues.

Members of the Victorian Bar continued their commitment to working with the ASRC, often for no fee, in pursuit of justice through litigation in the courts. More than 25 barristers accepted briefs from the HRLP to run cases on a pro bono or conditional costs basis to assist clients with court matters. Their work was central to enabling the HRLP to achieve positive legal precedents to set new legal standards for the benefit of similar cases that follow. The ASRC are so grateful for their generosity in challenging unfair Government laws by continuously testing them in court.

Support from strategic philanthropic partners is critical to ensuring the ASRC achieves its long term vision of helping people seeking asylum to thrive, not just survive.



Intergenerational philanthropy driving business growth

The ASRC has enjoyed a long-term partnership with the Noel and Carmel O'Brien Family Foundation since 2015 in supporting employment pathways for people seeking asylum. This year, forged through the O'Brien's constituted Third Generation Advisory Committee, the partnership transitioned from one of traditional philanthropy to capacity building for social enterprises.

Through the O'Brien's direct funding in the areas of strategy, management and marketing, the ASRC were able to scale-up its Cleaning and Catering social enterprises. This growth offered stability and security to the core business while delivering sustainable growth. The increased funding along with a three year commitment, provided strategic certainty, and ensured program outputs were wide reaching, and dependable in the long term for people seeking asylum.

Improved productivity and performance

Following a decade-long period of growth, the ASRC's existing IT infrastructure had become inadequate. Software and hardware acquired over the years on minimal budgets resulted in inefficient and outdated systems that restricted program and service delivery. In order to respond to the growing critical need, the ASRC forged a partnership with the William Buckland Foundation to fund a three year project, the Digital Ecosystem Optimisation Project (DEOP). This unprecedented investment would see the ASRC transition to having an integrated and robust infrastructure that can scale and meet the needs of the future.

The impact of this partnership can perhaps be best described by ASRC CEO and Founder, Kon Karapanagiotidis: "We are so proud of our partnership and relationship with the William Buckland Foundation. They embody progressive, responsive and visionary philanthropy

at its best. A commitment that spans six years and more than one million dollars invested in innovation, empowering refugees and building the capacity of the ASRC to help even more refugees. This significant funding commitment to our Digital Ecosystem Optimisation Project will enable our digital infrastructure to scale and keep pace with our growing mission and demand on our services. The Foundation understands the power and importance of data in ensuring we have robust Monitoring and Evaluation and can show our real impact to the lives of refugees and keep our supporters and donors fully engaged and informed. This is a critical investment in our long term sustainability that we are so grateful for."

DEOP will assist the ASRC to enhance productivity through better adoption and use of technology, address key areas of risk in compliance, and empower its passionate staff and volunteers to better deliver on the organisation's humanitarian mission.



HOME OF HOPE

China

National flower: Peonie

National bird: Black browed tit

Powering the movement through fundraising and philanthropy

The ASRC is powered by a community of compassionate and committed individuals who share our vision for a more welcoming and just Australia for people seeking asylum. When people support our work they are powering a movement that makes real change possible. Every dollar raised builds capacity and helps us to realise our shared vision for people seeking asylum in Australia.

How the ASRC is funded

Strategic investment was made in the Fundraising and Marketing stream in 2018-19 in response to the ever-increasing need for the ASRC's services. This was required to diversify revenue streams, grow income, consolidate the donor base and maintain good return on investment. The addition of 5 new team members also enabled the ASRC to expand its marketing and fundraising activities in the areas of direct marketing, events and digital. Together, the stream achieved another year of growth as a result of this investment.

Individual and regular giving

More than 7,400 people donated for the first time during one of four appeals in 2018-19 and an additional 9,256 people donated to the ASRC Telethon raising more than \$1 million in just one day.

Of all the types of individual giving, growth in regular gifts is the most strategically important to the ASRC as it secures ongoing funding year on year for our services. In 2018-19, 846 donors committed to making a regular monthly gift, bringing the regular donor base to 4,310.



HOME OF HOPE

Malaysia

National produce: Rambutan

National bird: Stork billed king fisher



4,310

regular donors
(20% increase)



7,400

first time donors



\$1.88 million

in major gifts
(36% increase)



\$6 million

secured in grants



\$11.7 million

total fundraising revenue*
(25% increase)

*excluding grants

Major gifts and key relationships

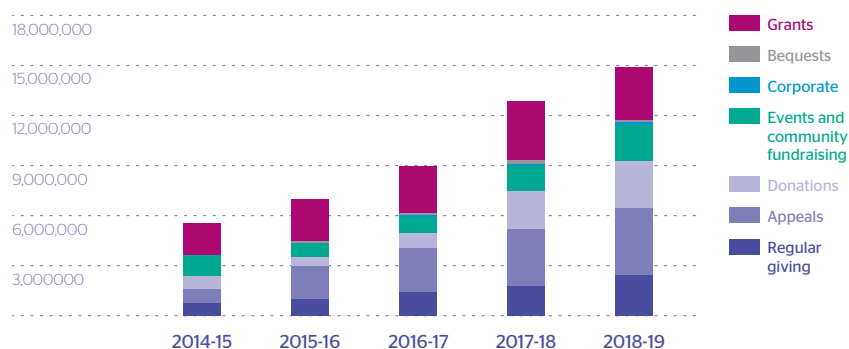
The Fundraising and Marketing stream achieved significant growth in its major gifts and key relationships portfolio in 2018-19. This was a result of concerted efforts to improve donor stewardship and cultivation programs, bringing the impact of our work to life, as well as to communicate this impact directly to donors via reports, briefings, webinars and special events.

The Key Supporter Event in May was attended by over 600 guests and was the culmination of a year of consolidated growth resulting in 161 major donor gifts, up from 95 in the previous year. This portfolio achieved a growth to \$1.88 million, from \$1.2 million in 2017-18.

Cost of fundraising ratio

The total cost of fundraising can be shown below as a percentage of fundraising income, excluding grants. The increase in the fundraising ratio in 2018-19 reflects investment, over the last two years in appeals, events and staff to grow fundraising income. This has enabled fundraising income (excluding grants) to grow from \$6.2 million in 2016-17 to \$11.7 million in 2018-19, an increase of \$5.6 million from an investment of \$1.45 million over this period.

Fundraising and philanthropic income

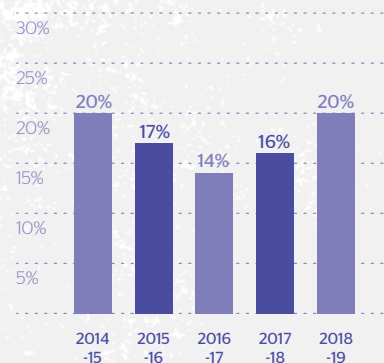


Grants

Nearly \$6 million of multi-year grant funding was secured over the last year which is a testament to the credibility of our programs and our goal to build long term strategic partnerships with funders. Support from Philanthropy is critical to our work as it encourages stability and innovation with multi-year gifts particularly supporting the long term vision of the ASRC which is to help people seeking asylum not just survive but thrive. The Grants team continue to manage a large program of 140 philanthropic partnerships to fund critical work in our humanitarian services, employment, empowerment and health programs.

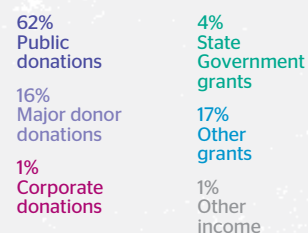
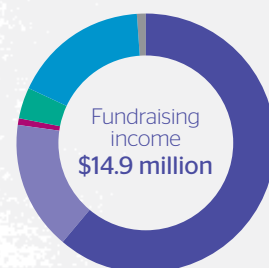
As the need for our services increases, it is essential the ASRC continues to find new ways to expand our fundraising to power the movement into the future.

Funding cost ratio



The fundraising ratio represents fundraising costs as a percentage of fundraising income, excluding grant income.

Where the money came from



The ASRC Telethon on World Refugee Day

The ASRC Telethon on World Refugee Day in 2019 broke the \$1 million fundraising record in its fourth year. The incredible milestone was reached in just 16 hours, thanks to 9,256 generous donors, corporate and community partners, and an army of staff and volunteers who answered the phones, including friends of the ASRC; Missy Higgins, Gillian Triggs, Darren Purchase, Mark Seymour, Lehmo, Susan Carland, Gretel Killeen and Madeleine West.

A rallying cry of welcome for a fairer Australia for refugees was the message the ASRC Telethon carried to the over one million people reached across print, online and social media. If only for a

day, this community of compassion and celebration of refugees was felt far and wide across the sector, as well as to the 500,000+ network of supporters and advocates who tuned in to watch the day's events unfold across ASRC's social media pages.

A testament to the campaign's reach was the acquisition of 2,905 donors who made their first gift to the ASRC. Another key achievement for the fundraising and marketing team was a 1:22 return on investment when comparing the promotion budget against donations raised. Through the ASRC Telethon, we look forward to celebrating the contribution of refugees each year and leveraging the event's growing momentum to build a movement for change.

The ASRC Telethon on World Refugee is a day when our community of compassion comes together to stand in solidarity with people seeking asylum, celebrating the strength and resilience of refugees and raising funds to help people in our community to thrive and re-write their futures.



\$1,113,144

raised in one day



9,256

donors



1.3 million

people reached by the Telethon



People powering the movement

The strength and power of the ASRC is found in our people. We extend a humble and heartfelt thank you to our staff and volunteers who are the lifeblood of the organisation, without whom the ASRC would cease to exist.

Investing in our people

We recognise that growing a movement needs a well resourced team to recruit, retain and engage staff. In 2018-19, the ASRC acknowledges the commitment and expertise of 133 staff who span a diverse employee base, and without whom the delivery of more than 30 programs would not be possible.

To ensure the ASRC continued to invest in culture and engagement of employees, it expanded the People and Culture stream to focus on four areas that each had one full-time member assigned; health and wellbeing, performance and development, recruitment and onboarding, as well as orientation. The feedback from the staff engagement survey has reinforced the importance of resourcing these areas.



Valuing our volunteers

As the lifeblood of the ASRC, we acknowledge and are grateful to the 1,227 volunteers who together, provided \$13,726,977 worth of labour to support and empower people seeking asylum. We are indebted to the 12 inspiring people who have stood beside the ASRC and committed over 15 years of service, the 29 people for between 10 and 15 years of service, the 121 people for their five to 10 years of service, and the 129 people for between three and five years of compassion and service.

To learn more about the engagement of staff and volunteers, please go to "A Sustainable Thriving Organisation" section, page 38.

Each and every program at the ASRC relies on the skills and passion of a committed volunteer workforce. Our volunteers come from diverse backgrounds adding richness of knowledge and providing millions of dollars worth of services at minimal costs.



109*

full time equivalent staff
(133 headcount)

*excludes social enterprises



1,227

volunteers
(12% increase)



70

member volunteers



358,407

hours of service by volunteers*
(12% increase on last year)

*estimated at a value of \$13,726,977 (calculated by Volunteering Australia, based on a 3.8% average increase in the wage rate or \$38.30 per hour)



Suzana finds new purpose in volunteering

"My name is Suzana, and I'm a Program Support Volunteer with the Community Food Program.

I've been volunteering since April 2019. I'd wanted to volunteer with the ASRC for so long. The catalyst to finally filling in the application form was when my youngest child started high school.

I immigrated to Australia from Slovenia in 1999. Since arriving, I've been a stay-at-home mum to four kids. I have a Bachelor of Law, but my qualifications aren't recognised in Australia.

Volunteering is a soft entry back into the workforce. When I started, I realised how much I'd missed being in an office environment. I love hanging out with like minded people, and seeing first-hand that people are compassionate and kind and hopeful, regardless of the political climate. Being here reaffirms my belief in humanity.

There's a lot of variety in the program support role. Sometimes it's helping the Community Food Program staff with admin tasks like checking emails, answering donation inquiries, or helping school groups get their food drives underway. Some days I'll be down in the storage area sorting donations and tidying up, or helping in the Foodbank when they need it. I feel useful in this role because what we do has immediate results.

Volunteering at the ASRC balances my other activism – protesting – which is all about being angry and vocal. When I come here I can do something immediately tangible, and know I'm helping people. In Foodbank you're feeding people – looking after the most basic human need and commonality. It's a good balance. Also, I feel I've been embraced by this amazing group of volunteers. They're all compassionate, wonderful people.

To any parents who may be considering volunteering here, just do it. You won't regret it!"

A sustainable, thriving organisation

In order to achieve our mission and vision, the ASRC continues to strive to operate sustainably and ethically to ensure we are both accountable to our community and can serve our members. We continue to invest in our people and develop strong organisational infrastructure that supports accountability, efficiency and enhances capacity to deliver the best outcomes for people seeking asylum.

Due to escalating demand for our services, particularly by people who were cut off SRSS, the ASRC conducted a full expenditure review across the organisation. The impact has led to tightened resourcing across operations and programs while still ensuring we are able to meet the critical needs of people seeking asylum. This measure also enabled the ASRC to retain a balanced budget and still commit a small contribution to reserves.

Investment in systems and infrastructure

Powering a growing organisation relies on smart systems and infrastructure. In 2018-19 we invested in the following projects to improve systems that drive better outcomes for members:

- Approved a fit for purpose database called AdvoLogix Legal Suite in the Human Rights Law Program that will improve reporting, better navigate complex case information and drive efficiencies. This forms part of the deliverables for the Digital Ecosystem Optimisation Project (DEOP).
- A new payroll system, Flare HR, was launched to automate processes, including leave approvals, and payroll which substantially reduced administrative workloads.

For the first time, a Director of Finance was appointed to lead ASRC's strategic finance and budget plan. This has positively impacted the organisation's financial reporting and enabled the team to streamline operations.

Environmental sustainability

Our commitment to environmental sustainability led to the installation of solar panels in our Footscray office thanks to a grant provided by AGL.

This has enabled our largest centre to reduce its carbon footprint with saved funds redirected to program delivery. Further improvements to the centre included an upgrade to our air conditioning system leading to lowered associated costs.

Risk management

In driving growth and sustainability it is critical that we understand risks to the organisation, how to manage risk and our appetite for it, and importantly how to mitigate it. In 2018-19 we engaged InConsult, who assisted the ASRC to define our risk appetite from program to Board level. The review has helped to define our risks and our tolerance to it. We work in a volatile space with many moving parts, whether it's protecting people's privacy or meeting the critical needs of the members we serve. The project will enable the ASRC to better understand risk barriers and how to overcome them.

Engaged staff and volunteers

A healthy workplace is one where staff and volunteers feel safe, engaged and supported to feel balanced in their work and personal lives. From complimentary in-house yoga classes and massages to the creation of a People and Culture Committee endorsed and participated by the Board, the ASRC committed to providing a workplace that promotes wellbeing.

In 2018-19 we also commenced a Reflective Practice for volunteers that provides a safe space to debrief and reflect on their work and experiences with members. The pilot will be rolled out to staff in 2019-20.

Training and development

In 2018-19 we continued to support staff to develop and refine their skills through

external training and scholarships and in-house courses. A new initiative called the Managers Program was launched this year to support managers to hone in on their leadership skills including delivering feedback, negotiation and developing courage in communicating.

- 356 courses completed by staff
- 501 volunteers completed courses online to build skills in working with refugees and people seeking asylum

The Capability Framework project was rolled out in 2018-19 which maps required skills and knowledge in ASRC current positions and any existing skill gaps present in those roles. Led by a dedicated project manager, the Framework will also deliver training to ensure all staff have the skills and experience they need to confidently execute their jobs. The framework will also guide ASRC in providing a highly professional, consistent and safe service that is responsive to our member's needs, strengths and vulnerabilities.

Our LEX (Learning Exchange) portal continues to be successfully adopted, with 3,000 course completions by staff and volunteers who accessed 20 courses, such as OHS and evacuation procedures. LEX has also reduced induction periods for new volunteers and staff from seven weeks to seven days.

Governance

The finance roadmap, now in its second year continues to strengthen the financial and operational sustainability of the organisation which has led to a balanced budget in 2018-19. Driven by the Finance Committee, the roadmap this year redefined the ASRC's terms of investment which led to a new Investment Policy to ensure that funds are used wisely.

Leadership team

The Leadership Team is comprised of the Chief Executive Officer, General Manager and the Stream Directors. Its primary responsibilities are to: implement the strategic plan; ensure responsible delivery of programs and services in line with funding agreements; manage and develop our people; manage risk and compliance appropriately; role model our values and foster a culture of inclusion, teamwork and accountability.



Abiola Ajetomobi
Innovation



Anastasia Magriplis
Advocacy & Campaigns
(May 2019 to current)



Cath Hoban
Fundraising & Marketing



Gregory Storer
General Manager



Jana Favero
Advocacy & Campaigns
(Currently on maternity leave)



Joanne Kakafikis
Shared Business Services



Julie Rowan
Special Projects
(March 2019 - June 2019)



Kon Karapanagiotidis, OAM
CEO & Founder



Naomi Fennell
People & Culture



Sherrine Clark
Humanitarian Services



Steve Betinsky
Social Enterprises



Eugene McCrory
Finance
(May 2019 - current)

The Board

The ASRC Board is the governing arm of the ASRC Association. Its primary responsibilities are the governance and sustainability of the ASRC, as well as strategic, fiduciary and monitoring functions that include ensuring the organisation remains viable and effective, to secure its long-term future.



Mike Sum
Chair



Rebekah Lautman



Marie Sellstrom



Haleh Homaei



Greg Tucker



Suzana Vlahovic



Kam Razmara
(until October 2018)

Financial performance

In 2018-19, ASRC continued to expand its operations in order to deliver its mission to protect, empower and support people seeking asylum while also delivering a surplus for the year of \$0.5 million. The financial result reflects continued income growth from fundraising and social enterprises.

Income

Total revenue in 2018-19 increased by 16% to \$17.6 million, up from \$15.1 million last year. The majority of the growth came from fundraising and donations which delivered an additional \$2 million, up 15%. This growth was driven by successful appeals, an increase in regular giving donors and strong growth in philanthropic donations.

ASRC Cleaning and ASRC Catering enjoyed growth in 2018-19. These social enterprises contributed an additional \$0.4 million of net income, up 21% on last year and sustained growth of over 20% year on year for two years in a row.

Reserves and cash

The 2018-19 operating surplus has further boosted the organisation's reserves. Total unrestricted reserves are now \$6.1 million, which covers approximately five months of core operating expenditure. This is in line with the reserves policy guidance (asrc.org.au/reservespolicy) that unrestricted reserves should cover between four and six months of general operating costs.

Cash and cash equivalent holdings finished the year at \$7.3 million, an increase of \$0.3 million from 2017-18. Of this balance, \$2.2 million relates to grant funds received in advance that are committed to be spent on future programming. This leaves around \$5.1 million of available cash for

operations and investment in strategic initiatives, covering approximately four months of core operating expenditure. Holding this level of cash and reserves is required and prudent to ensure our financial sustainability given our unique funding model where we do not take Federal Government funding to protect our independence.

Assets

Total assets increased by \$1 million during the year, predominantly from higher cash and receivables. This reflects income growth for the organisation, and higher receivables that relate mainly to a successful grants program, and Telethon and Winter Appeal donations.

Liabilities

Total liabilities increased by \$0.6 million when compared with 2017-18. This is mainly due to an increase in payables and employee leave provisions resulting from the growth in the organisation.

Cash flow

The ASRC reported a positive cash flow of \$0.3 million in 2018-19. This reflects an increase in net cash from operating activities of \$0.8 million aided by the ongoing income growth. This is also partly offset by a \$0.5 million cash outflow for capital works on our Footscray office and an initial investment in an important system upgrade project.

Expenditure

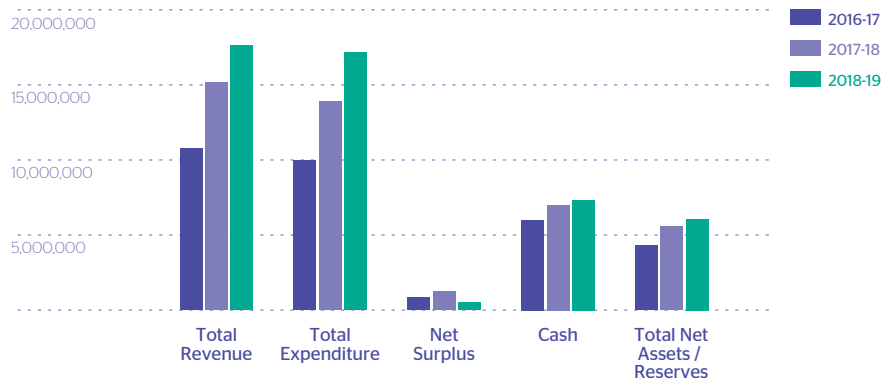
The ASRC continues to grow and invest in its core mission. Total expenditure in 2018-19 increased by \$3.2 million or 23%, to \$17.1 million. The majority of this increase came from¹:

- \$1.5 million increase in direct service delivery across our programs, including our community food program, case work support for those in detention, Human Rights Law Program and growth in the number of people supported through our General Access Program and Innovation Hub.
- \$1.3 million in programs that engaged the community and advocated for the rights of people seeking asylum.
- There was a \$0.7 million investment into the fundraising and marketing stream in order to support its expansion and the associated strong growth in fundraising income.
- Centre operations also received a \$0.2 million increase in expenditure which was driven by an investment in systems, processes and governance to sustainably support the ongoing growth across our programming, social enterprises and fundraising.
- \$0.2 million increase in volunteer and staff management reflecting the growth in our staff and volunteer numbers as well as investment in staff and volunteer engagement and wellbeing.
- Social Enterprises expenditure grew by \$0.5 million or 26%, to \$2.6 million reflecting the continued growth in both ASRC Cleaning and ASRC Catering.

¹ 2019 expenditure by department includes an allocation of previously centrally held costs, such as rent for the space that each department occupies in our Footscray office. The 2018 expenditure by department has been reclassified for comparative purposes.

Financial snapshot

Changes in key balances



16%

increase in total revenue

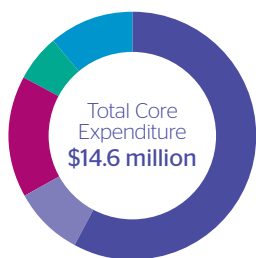
21%

increase in social enterprise revenue

\$0.5 million

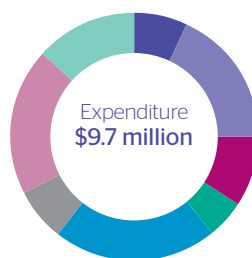
returned to reserves

Where the money went



58% Service Delivery
9% Community Engagement
16% Fundraising Costs
6% Staff and Volunteer Management
11% Accountability and Administration

Service delivery and advocacy



7% General access and material aid
18% Client Services program
9% Community Food program
5% Health
21% Education, Employment & Empowerment programs
7% Detention Rights Program
19% Humanitarian Rights Law Program
13% Asylum Seeker Rights Advocacy

61%

decrease in the net surplus

43%

increase in donations

Statement of Profit or Loss & Other Comprehensive Income

At 30 June 2019	2018-19 \$	2017-18 \$
Income		
Fundraising	5,947,841	5,310,701
Donations	5,786,510	4,043,256
Grants	3,133,386	3,522,213
Social Enterprises	2,547,045	2,111,695
Interest Received	112,970	108,075
Other Income	85,235	51,508
	17,612,987	15,147,448
Expenditure		
Salaries and Wages	11,887,468	9,439,001
Stream Operations	5,238,181	4,455,966
	17,125,649	13,894,967
Surplus for the year		
	487,338	1,252,481
Other comprehensive income		
Gain on Disposal of Assets	0	3,792
Total comprehensive income for the year	487,338	1,256,273

Statement of Financial Position

At 30 June 2019	2018-19 \$	2017-18 \$
Assets		
Current Assets		
Cash and cash equivalents	7,327,330	7,000,792
Trade and other receivables	1,649,215	1,220,281
Inventories	10,461	10,461
Prepayments	227,303	189,857
Total Current Assets	9,214,309	8,421,391
Non-Current Assets		
Plant and equipment	1,114,186	889,359
Intangible assets	35,987	6,278
Total Non-current Assets	1,150,173	895,637
Total Assets	10,364,482	9,317,028
Liabilities		
Current Liabilities		
Trade and other payables	1,164,043	697,654
Employee benefits	813,803	677,014
Unexpended income	2,237,713	2,272,187
Total Current Liabilities	4,215,559	3,646,855
Non-current Liabilities		
Employee benefits	87,808	96,396
Total Non-current Liabilities	87,808	96,396
Total Liabilities	4,303,367	3,743,251
Net Assets		
	6,061,115	5,573,777
Members' Funds		
Retained surpluses	6,061,115	5,573,777
Total Members' Funds	6,061,115	5,573,777

Financial performance

At 30 June 2019	2018-19 \$	2017-18 \$	2016-17 \$	2015-16 \$	2014-15 \$
Revenue & Expenditure - Core					
Total Revenue & Other income	14,832,301	13,035,753	9,099,649	7,087,050	5,771,848
Total Expenditure	14,561,100	11,862,994	8,224,182	6,835,238	5,045,544
Operating Surplus / (Deficit) - Core	271,201	1,172,759	875,467	251,813	726,304
Revenue & Expenditure - Social Enterprises					
Total Revenue & Other income*	2,780,686	2,111,695	1,663,909	1,573,951	973,057
Total Expenditure	2,564,549	2,028,181	1,721,740	1,609,543	918,634
Operating Surplus / (Deficit) - Non-core	216,137	83,514	(57,831)	(35,592)	54,423
Revenue & Expenditure - Total					
Total Revenue & Other income	17,612,987	15,147,448	10,763,558	8,661,002	6,744,905
Total Expenditure	17,125,649	13,891,175	9,945,922	8,444,781	5,964,178
Operating Surplus / (Deficit) - Total	487,338	1,256,273	817,636	216,221	780,727
Assets & Liabilities					
Total Assets	10,364,482	9,317,028	8,128,228	6,814,042	5,646,972
Total Liabilities	4,303,367	3,743,251	3,810,724	3,314,174	2,363,325
Net Assets	6,061,115	5,573,777	4,317,504	3,499,868	3,283,647
Cash Flows					
Net cash from operating activities	818,472	1,069,562	1,123,977	1,433,846	898,675
Net cash to investing activities	(491,934)	(74,204)	(100,977)	(239,169)	(302,296)
Net cash from financing activities	-	-	-	-	(30,000)
Cash and cash equivalents at 30 June	7,327,330	7,000,792	6,005,434	4,982,434	3,787,757

* 2018-19 includes grant income of \$233,641

Auditor's Declaration



Report of the Independent Auditor on the Summarised Financial Statements to the Members of Asylum Seeker Resource Centre Inc.

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2019 and the summary income and expenditure statement for the year then ended are derived from the audited financial report of Asylum Seeker Resource Centre Inc. for the year ended 30 June 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with (or a fair summary of) the audited financial report, on the basis described in Note 1 to the audited financial report of Asylum Seeker Resource Centre Inc. for the year ended 30 June 2019.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 29 October 2019.

That report also includes an emphasis of matter regarding the basis of accounting.

Board of Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation and fair presentation of the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Nexia Melbourne Audit Pty Ltd
Melbourne

Andrew S. Wehrens
Director

Dated this 29th day of October 2019

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Our Supporters

Thank you to the following people, organisations and community groups who gave the equivalent of \$10,000 or more in funding, in-kind or pro bono support in 2018-19.

ABC Philanthropy	CCI Giving	Ellen Koshland & James McCaughey Consulting	Johns Education Consulting	Ratio	The Jonamare Foundation
Ability Works	Charlie Somerville	Emma Pritcahrd Consulting	Joseph Palmer Foundation	Readings Foundation	The McNally Foundation
Abode Migration	Chobani	English Family Foundation	K & L Gates	Rebecca Eckard	The Myer Foundation
Acorn Nursery	Circus Oz	Enlocus Landscape Architect	Kestin Family Foundation	Red Rocketship Foundation	The Noel & Carmel O'Brien Family Foundation
Aesop	City of Greater Dandenong	Estate of Alan Pollard	Kim Van Den Nouwelant	Refugee Advice and Casework Service (RACS)	The Ross Trust
Aesop Foundation	City of Maribyrnong	Estate of Dorothy Kingston	Kimberly Foundation	Refugee Legal	The Shine On Foundation
AGL Energy	Claire Keating & Lester Hughes	Estate of Mr Bob Fuller	Kinfolk	Rich Hart Foundation	The Village Festival
Albert Johnston	Clear Horizon Foundation	EthicalJobs.com.au	King & Wood Mallesons	RobMeree Foundation	The Yulgilbar Foundation
Alex & Rusty Russell	Clothier Anderson Immigration Lawyers cohealth	Fairlie & Dennis Nassau	La Trobe University	Roger & Mandy Collins-Woolcock	Tim Minchin & Navel Enterprises
Alex Yang	Common Purpose	Feed Melbourne	Lander & Rogers Lawyers	Rosemary & Michael Tabak	Tiny CX
Allens	Commonground	First Person Consulting	Latent Economics	Rosemary Geer	Tom & Catherine Nguyen
Allens Philanthropy Committee	Consolidated	Fitzroy Academy	Limb Family Foundation	Rotary	Toshi Australia
Amanda & Michael Da Gama Pinto	Cross Yarra Partnership	Folk Rhythm and Life Festival	Lindy & Geoff Fagan	Rural Australians for Refugees	Tsuno
Ann & Michael Cohn	Crothers Walton Foundation	FOMO Festival Pty Ltd	Lingel Learning	Russell Kennedy	Unbound
Anne Ross	Currie Communications	Foundation for Young Australians	LUCRF Super Community Program	Ruth Eisner	Une Parkinson Foundation
ANZ	Dashiell Gantner	Foundation House	Lyn Bennett	Rylock	Uniting
Australian College of Optometry	de Bruyn Family Trust	Frank & Mary Choate	Margaret S. Ross AM	Sally Oatley Memorial Fund	Victoria Legal Aid
Australian Communities Foundation Impact Fund	Deakin University	Free to Feed	Margaret Toyas	Scanlon Foundation	Victoria Polytechnic
Australian Evaluation Society	Department of Education & Training (VIC)	Gadens	Marque Lawyers	SCL Schumann	Victorian Bar including: Adam McBeth Georgina Costello Min Guo Angel Aleksov Matthew Albert Guy Gilbert SC Alex Burt Olaf Ciolek Lisa de Ferrari SC Penny Harris Claire Harris SC Chris Horan SC Greg Hughan Nola Karaparagiotidis Siobhan Kelly Pete Lochore John Moore Christopher Wareham Nick Wood Sarah Zeleznikow Matthew Peckham Elizabeth Bennett Richard Knowles David Yarrow
Banki Haddock Fiora	Department of Health & Human Services (VIC)	Garner Davis Architect	Mary Sheehan	SDNow	
Barlow Foundation	Department of Jobs, Precincts & Regions (VIC)	Genny & Tony Nunan	Matt Faيمان & Ali Rehn	Seasol	
Barry Newstead & PK Lee	Department of Justice & Regulation (VIC)	Good Shephard	Maureen O'Rourke	Seasonal Supplies Pty Ltd	
Bates Smart Architects	Department of Premier & Cabinet (VIC)	Microfinance	Maurice Blackburn Lawyers	Seddon Wine Store	
Besen Family Foundation	DHHS, Immunisation Program, Health Protection Branch, Diversity Unit	Goodwill Wine	McLeod Family Foundation	Serp Hills Foundation	
Beverly Jackson Foundation	Dominik Maschek	Gourlay Charitable Trust	Meerqat	Serrin O'Neill - Wellseated Interiors	
Blackstone Legal Costing	Drakensberg Trust	Green Cap Services	Melbourne Social Equity Institute	Simon Lusted & Sally Bond	
Bokhara Foundation	Eirene Lucas Foundation	Greg & Jenny Vero	Methodist Ladies College	Simpson Family Foundation	
Brotherhood St Laurence		Greg Tucker	MiCare	Sirius Foundation	
Cabrini Health Asylum Seeker & Refugee Health Hub		Hangid Foundation	Michael Nossal & Jo Porter	Sisterworks	
Cameron Foundation		Hart Line Fund	Mieke and Patrick Senior-Loncin	Sophie Baring	
Career Trackers		Haverstock Hill Foundation	Mim Bartlett	Sophie Cavanagh	
Carina Ford		Highpoint Shopping Centre	Monash Health	Spotless	
Immigration Lawyers		Hoffman Foundation	Refugee Health & Wellbeing	Spotlight Foundation	
		Holding Redlich	National Justice Project	St Vincent's Hospital	
		Howard Packer	Nicholas Gruen	State of Being	
		Human Rights Law Centre	Nick Middendorp Foundation	State Street Fund at Give2Asia	
		Ian Potter Foundation	Nous Group	Stones of the Yarra Valley	
		Igniting Change	Pamela Rodriguez	Summers Family Stewardship Trust	
		Indigo Mountain Foundation	Panos Massouris	Swinburne Centre for Social Impact	
		Infoxchange	Paphitis Inc	Swinburne University	
		Inner North Community Foundation	Phi Finney McDonald	Tenix	
		Intrax Engineering	Philip Chun & Associates Pty	The Baguley Family	
		Irwin Consult	Philip O'Meara	The Body Shop	
		Jamsheed Wines	Phyllis Connor Memorial Trust	The Brown Family Foundation	
		Jane Harper Trust	Policy Performance	The Elizabeth & Barry Davies Charitable Foundation	
		Jennifer Smith	Propel People	The Foundry	
		Jill & Andy Griffiths	Public Transport	The Incus Group	
		Joanna Baevski	Victoria		
		Jocelyn Luck			
		John Butler & Danielle Caruana			

Patrons and Ambassadors

The ASRC gratefully acknowledges our patrons and ambassadors who partnered with us to raise awareness of our work and advocate for people seeking asylum and refugees. We thank you for your efforts in shining a light on this important cause.

Julian Burside AO QC
 Tamie Fraser AO in memoriam Malcolm Fraser AC CH
 Missy Higgins
 Mark Seymour
 Arnold Zable
 Circus Oz

Carolyn Creswell
 Leila Gurruweiwi
 Susan Carland
 Corrine Grant
 Michael Short
 Christos Tsiolkas
 Madeleine West
 Madeline Hills

Our Volunteers

The following people have provided between 3 and over 15 years of volunteer service to the ASRC. We thank you for your amazing contribution.

15+ year volunteers

Richard Barber
Elaine Brundle
Helen Gourlay
Nola Karapanagiotidis
Joan Lynn
Joan Mahoney
Rita Malavisi
Rob Mathew
Margaret McPhate
Jean Nash
Carolyn Paulin
Emma White

10-15 years volunteers

Kevin Barry
Anne Bartley
Janet Bodycomb
Jan Brady-Fry
Valma Byers
Ruth Coulthurst
Kerrie Cresswell
Alan Drummond
Bronwyn Duncan
Christine Hayward
Beatrice Iezzi
Louise Koschmann
Anne Lord
Dale Mackie
John Molloy
Rosa Morstyn
Duoc Nguyen
Uyen Nguyen
Veronika Quinton
Cate Read
Mary Lou Ridsdale
Pam Rycroft
Jenny Shao
Kiera Stevens
Elizabeth Stewart
Joan Taylor
Zara Thompson
Margie Welsford
Helen Wirtz

5-10 years volunteers

Lyn Andressen
Zeina Assouad
Jill Baird
Steve Baird
Natalie Banks
Andrew Barker
Christine Barrett
Doug Beecroft
Deborah Berry

Anne Beuchat
Michel Beuchat
Gabriella Bornstein
Patrick Boushel
Anne Briggs
Barbara Brookes
Pauline Brown
Geraldine Burne
Andrew Button
Premila Canagaratna
Michael Cannon
Simon Capp
Judith Carman
Dennis Carroll
Kenneth Chan
Yosuke Chapman
Pauline Cleaver
Frances Collison
Lyn Crellin
Allison Crunden
Brian Derum
Gina Di Paolo
Epi Dowling
Tadhg Dowling
Willem Drent
Sofia Drinjakovic
Pamela Every
Gillian Fawcett
Susan Fisher
Dianne Fisher
Turid Foy-Johanson
Gerard Gleeson
Sasha Gleeson
Briana Goding
Catherine Guinness
Vivienne Hardisty
Taariq Hassan
Virginia Heller
Rachel Heyworth
Kathy Hill
Jan Hipgrave
Peter Hoare
Jan Howard
Errol Hunt
Femida Hunter
Suellen Irving
Bea Jones
Patricia Keenan
Sarah Kennedy
Chris Kennedy
Akok Manyang Kiir
Angela Lane
Stephen Lavender
Rena Leske
Haans Lewin
Anthony Lewis

Phil Libbis
Michael Little
Nicky Lo Bianco
Christopher Loo
Joey Maclean
David Macphail
Jesse Maio
Brendan McCarthy
Sabihe McDonald
Phil Mcmillan
David Mendelovits
Gwyneth Missen
Traudl Moon
Genevieve Moore
Alana Murfett
Gayle Napier
Kay Natrass
Marcia Neave
Caroline Odell
Catherine O'Leary
Helene Orwin
Bruce Parr
Ian Partridge
Alex Penman
Debbie Phillips
Yogi Pillay
Tahntip Powtawe
Sam Poyas
Ashlea Randle
Millicent Rees-Jones
Simon Reynolds
Graeme Robinson
Greg Ryan
Naomi Saporta
Merron Selenitsch
Karen Simmons
Jennifer Simpson
Greg Sinclair
Ellen Smith
Veronica Snip
Kristine Spark
Joanna Tapper
Helen Tilson
Brenda Todd
Andrew Trembath
Melinda Vos
Graham Warren
Susan Werner
Gwen White
Carole Wigg
Jane Wilson
Melanie Wilson
Angela Woolard
Elizabeth Zenner
Hans Zerno
Ning Zhou

3-5 years volunteers

Susan Ackroyd
Sophie Adley
Maha Alomar Albarazi
Matthew Andrea
Esmat Ansari
Elnaz Arman
Saloumeh Avesta
Mike Barnes
Laurence Beesley
Margaret Bergin
Scott Blair-West
Ciara Boyle
Margaret Brown
Nino Bucci
Geraldine Butler
Susan Carlson
Sue Cawthorn
Alex Childs
Margot Clark
Caitlin Coffey-Wong
Peter Conlon
Eliza Considine
David Cramond
Gabrielle Cullen
Peter Dapiran
Francesca Demetriou
Lynette Dennerstein
Anne Donaldson
Helen Edwards
Myf Evans
Andrew Falkland-Brown
Carl Fernando
Maria Flanigan
Denise Fraser
Sam Fung
Molly Gardner-Drummond
Patricia Garner
Tim George
Hannah Gibney
Barbara Griffiths
Jacqui Hagen
Britt Haller
Peter Hanrahan
Joanna Harkin
Emily Haw
Louise Hayward
Christopher Higgins
Ross Howie
Jordana Infeld
Sue Jacka
Fran James
Robyn Jewell

Sue Jobst
Amelia Jones
Kazem Karami
Andrea Kenny
Tony Kent
Quinn Ker
Rebecca Kierce
Anne Klaric
Toni Lancefield
Karen Large
Marianne Latham
Joss Liddell
Geoffrey Love
Kathleen Love
Julie Love
Val Maher
Melanie Malakunas
Carlo Manley
Joel Marlan-Tribe
Evelyn McAlister
Sandra McAuliffe
Symon Mccallum
Susan McCarthy
Emily McCarthy
Naomi McDonald
Jennifer Mcloughlin
Michael McMahon
Alison Medhurst
Christine Mierisch
Danielle Miles
Morag Milton
Andrew Minko
Ian Moore
Grant Nimmo
Caitlin O'Gorman
Amanda Oliver
Kate O'Neill
Sue O'Reilly
Ruth O'Rourke
Tim Patton
Kay Pentland
Jamie Phillips
Catherine Pitman
Krystle Prenter
Peta Price
Nazish Rafique
Abdul Razzaq
Herbert Rop
Jo Ross
Desley Roy
Kate Russell
Bev Scott
Khalida Shaheen
Lyn Smith
Sarah Sorsby
Glenda Strong

Peter Summers
Jonathan Teh
Louise Thai
Monika Tomlinson
Matilda Tonkovic
Claudia Tory
Yatueta Usa
John van Loon
Michele Velik
Laura Viglietti
Hani Vodstrcil
Pam Walford
Jacky Walker
Sara Walker
Rena Walsh
Maria Weight
Glyn Williams
Ian Wills
Madeline Wilson
Bernard Young
Alex Zurawski

Awards

Awards recognise works of distinction and are generally given for distinguished and exceptional achievements. For the ASRC they acknowledge the incredible efforts of our staff to provide the best service to our members, strive for the greatest outcomes and deliver the most outstanding results.

In 2018-19 the ASRC was recognised for the following awards:

Pro Bono Australia - Impact 25 Awards

Pro Bono Impact 25 Award
- Kon Karapanagiotidis, OAM

Judges Choice Influencer Award
- Kon Karapanagiotidis, OAM

LinkedIn Power Profiles Australia

Social Impact Power Profile
- Kon Karapanagiotidis, OAM

Latrobe University

Honorary Doctor of Laws
- Kon Karapanagiotidis, OAM

Migration Institute of Australia

Distinguished Service Award
- Kon Karapanagiotidis OAM

FIA National Awards for Excellence in Fundraising

- Special Emergency Projects - Let Them Stay Appeal - Victorian winner and national finalist
- Special Events - ASRC Telethon on World Refugee Day - Victorian winner and national finalist
- Donor Renewal - *It's not charity, it's a chance* - ASRC Winter Appeal - Victorian winner and national finalist
- Young Fundraiser of the Year - Alan White (Fundraising Manager) - national winner

Blueprint for Free Speech

A Special Recognition Award - Blueprint Whistleblowers Prizes

The Australian Lawyers Association

Civil Justice Award - Human Rights Law Program (shared with Human Rights Legal Centre)

Victorian Premier's Champions Award

Impact Award
- Sheelagh Purdon

Minister for Health Volunteer Awards

Finalist
- Dr Janet Bodycomb



HOME OF HOPE

Guinea

National flower: Timbo

National bird: Guinea fowl

Looking to the future

A new Integrated Services Hub in Dandenong

There are approximately 2,000 people seeking asylum in the Greater Dandenong area of which a significant portion has been serviced by the ASRC Dandenong centre and its education and employment programs. In 2018, an independent study identified critical and unmet need in the area for homelessness services, material aid, healthcare and legal aid. Cuts to SRSS further exacerbated this need for both ASRC Dandenong members, and hundreds of others who were falling through the gap; unable to be connected to settlement services, and who were presenting homeless and hungry.

In 2019-20, a new 800sqm Integrated Services Hub (IHS) to replace the ASRC Dandenong centre will seek to meet this need.

The two storey building, and the ASRC's first permanent home will take root at 250 Thomas Street, and will offer a full suite of services in collaboration with local service partners, and with the support of the Dandenong City Council. The new centre will also offer an inclusive and safe meeting space, and community activities to facilitate social participation.

From philanthropy to pro-bono support, the ASRC is seeking expressions of interest from commercial organisations to help us deliver this project.

To learn more please contact Director, Abiola Ajetomobi on (03) 9326 6066 or at dandenong@asrc.org.au

The new Integrated Services Hub in Dandenong will support people seeking asylum by delivering place-based holistic services in conjunction with local service providers.





Footscray

Monday to Friday: 10am-5pm
214-218 Nicholson Street, Footscray
t: 03 9326 6066
e: admin@asrc.org.au

Dandenong

Monday to Thursday: 10am-3pm
179 Lonsdale Street, Dandenong
t: 03 8772 1380
e: dandenong@asrc.org.au

asrc.org.au

