



2017  
ANNUAL  
REPORT





Thank you  
for 'seeing me'

PERSON SEEKING ASYLUM AND MEMBER OF THE ASRC

Photo by Kim Landy



# Asylum Seeker Resource Centre

We are both a place and a movement.  
An independent not for profit organisation,  
our programs support and empower people  
seeking asylum and refugees  
to maximise their physical, mental  
and social wellbeing.

As a movement, we mobilise and  
unite communities to create lasting  
social and policy change for people  
seeking protection in Australia.

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## A year in review

46000+



people seeking asylum

and refugees supported and empowered by the ASRC



locations

across Australia



937

volunteers

offered 262,360  
hours of service



100

staff



40+

programs

that support and empower  
people seeking asylum

Happy  
Healthy Heroes

Food Justice Truck  
VICTORIA HEALTH

Excellence in  
Fundraising

ASRC Telethon  
FUNDRAISING INSTITUTE OF VICTORIA

Social Enterprise  
of the Year

ASRC Catering  
SOCIAL ENTERPRISE AWARDS



56

volunteers  
seeking asylum

\$1.15M

worth of free food distributed  
through Foodbank

1460

counselling  
appointments



140,729

advocates and supporters in our movement



521

students

referred into Government-  
subsidised VET courses



7958

hours

of free English lessons



308

people

supported for job readiness

55,000

hot meals  
provided

4361

legal  
appointments

25,062

🏠 nights  
of shelter provided



187

job placements  
facilitated

Empowered **eight people** with  
lived experience of seeking  
asylum to become powerful  
advocates and voices for  
people with lived experience

27

people matched with  
professional mentors





Hiba\* dreams of studying and establishing a coffee roasting business. She has a background in office administration and marketing. "I have two plans" she explains. "I am sure I have to study. At the same time I need to do my own business, even if it's small. I can start small. I studied business and my family were in business. But for business I need some capital and to get that I still have to do other jobs."

She has worked at various casual jobs since arriving in Australia: an assistant in a science laboratory and as a cook with the ASRC's social enterprise, ASRC Catering.

Hiba says she is "lucky" because she was granted permanent residency at the end of 2014 with the assistance of an ASRC lawyer. But she misses her family and country. "I love my country. It is not stable. But I still love my country. One day I will go back for a visit," she says.

She lives in Melbourne separated from family and her culture but at least with a stronger sense of tomorrow. "I don't know many people, but when you go anywhere you can find a good smile. It means for me, 'welcome'," Hiba says.

\*Not her real name/photo

Photo by Kim Landy

## Welcome from the Chair

In 2017, the ASRC assisted over 4600 people seeking asylum, including 1167 legal clients, 91 in offshore detention, 679 health patients, and 640 people a week accessing our food program.

In total, 40 programs led by 100 staff and 937 volunteers brought our vision to life.

The organisation also responded to sweeping policy changes as both a place and a movement – sparking national attention, raising funds for needed resources, and meeting new challenges head on.

This epitomises the agile, innovative, purpose-driven culture of the Centre.

The successes detailed in this report were achieved with ever-improving financial sustainability, operational discipline, and sectoral collaboration.

As part of our commitment to a thriving, sustainable organisation, we saw the appointment of a General Manager, new resources for performance and data management, the development of a financial roadmap, and strengthening of our risk management function.

This year, I've stepped down from the Board to be succeeded as Chair by our Treasurer, Mike Sum. Thank you to Mike and all of the Board members for their support and service.

I would also like to pay tribute to our CEO, Kon, for his thoughtful leadership. Of course, the ASRC could not exist without the creativity of its staff, the commitment of its volunteers, and the generosity and belief of our supporters. Thank you, all.

By the end of the financial year, more men had died in Manus Island detention than had been safely resettled.

Some things are simple.

Close Manus and Nauru. Invest in humane, affordable community-based alternatives to detention. Provide a fair and dignified process for people seeking asylum, agnostic to the date or means of arrival. Fund legal assistance, and support the right to an appeal. Provide permanent protection. Celebrate new Australians as part of our social fabric.

I commend to you the work and astounding achievements of the ASRC. And there's more work to do.



*Matthew Tutty*

Matthew Tutty  
Chair of the Board

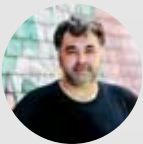


# Chief Executive Officer Year in Review

In a year in which the Federal Government continued to punish rather than protect people seeking safety and refugees in our country, we reflect on the ASRC's role as both a centre and a movement, providing hope and opportunity to those who need it most.

The last 12 months we have witnessed a welcoming Australia in action; everyday people leading with their values of welcome, compassion, justice and community. At every instance where our Government has sought to disenfranchise our newest Australians from the promise of home and safety, our community has rallied around the ASRC; be it as supporters, volunteers, or donors. This included raising a record \$660,816 at our annual Telethon on World Refugee Day to the simple daily acts of kindness of food drives by primary school children or grandmothers knitting blankets to keep people safe from the cold.

One of our proudest achievements in 2016-17 captures the ASRC's passion, commitment and teamwork. In response to overwhelming public support to our Keep Them Safe Appeal - raising \$400,000 in five days - the ASRC hired five additional lawyers. Our tireless legal team and pro bono law firm partners were able to help everyone on our legal waitlist to meet the Government's 1 October application deadline. That's 891 people our donors made possible for us to keep safe.



*Kon Karapanagiotidis*

Kon Karapanagiotidis  
CEO and Founder

The ASRC's strategic priorities going forward include our continuing work at a national level to positively change the narrative and attitudes that prevent a humane and fair approach to people seeking asylum and refugees, as well as the punitive Federal policies.

I want to thank our extraordinary staff, volunteers, the Board and our supporters for the boundless spirit, passion and commitment that have made these achievements possible. And a special thank you to our Chair of the past six years, Matthew Tutty, for his exceptional leadership, dedication and inspiration. I want to also take a moment to acknowledge the tireless work and dedication of our entire refugee sector; we are only as strong as each other.

Finally I want to acknowledge the real heroes of our story, the people we have the honour to work with: people seeking asylum. We are in awe of your resilience, courage and contribution. We remain focused on working together to create a welcoming Australia where all can thrive and realise their full potential.

# General Manager's Message

It was with pride and humility that I commenced as the ASRC's inaugural General Manager in September 2016. I've since had the privilege to see first-hand how our staff and volunteers respond on a daily basis, to meet the ever-increasing demand for the ASRC's services across both the Footscray and Dandenong centres.

I'm also acutely aware of the challenges that lie ahead, during what is a period of significant change and uncertainty for many people seeking asylum in Australia. Whether it is the need for housing, food, legal assistance, employment support, healthcare or education and training; those challenges are complex, highlighting why the ASRC's holistic model is so important. The growth in demand also underscores the need for the ASRC to remain responsive and adaptive; and to identify areas of greatest need where we can have the greatest impact. Maintaining and fostering innovation and strategic partnerships will further enhance this model.

Just as important are robust and effective governance frameworks. Key achievements in 2016-17 included the appointment of a Monitoring and Evaluation Manager, as well as investing in our data management

function. Equally critical is effective risk management which this year, included a refresh of the ASRC's risk management function and the establishment of a Risk Management Council.

The personal and professional development of our workforce is essential for a thriving people centred organisation. Initiatives implemented this year that support staff development included the establishment of wellbeing programs, continuation of monthly service development days and a Senior Leadership Development Program, delivered by Melbourne Business School. I'm proud of the progress we made in the past year and look forward to working with the board, management, staff, volunteers and our members to ensure the ASRC remains a sustainable, vibrant and effective organisation for all those who seek our support.



*Steve Betinsky*

Steve Betinsky  
General Manager

## People seeking asylum in Australia

The full picture of the landscape in which we operate is still unknown due to the lack of information supplied by the Department of Immigration and Border Protection. Yet, we do know that the national context in which people seek asylum continues to evolve due to changes to the Migration Act, detention arrangements and policies relating to the refugee determination process.

These changes not only impact the types of visas issued to people seeking asylum, and whether they will be placed in an onshore or offshore detention centre, but it affects their rights and access to critical services.

### Snapshot:

- The ASRC estimates there are around 40,000 people in Australia with a claim for asylum, who arrived by plane or boat
- Around one third of people seeking asylum reside in Victoria, more than in any other State in Australia
- Until recently, the vast majority of people seeking asylum applying for protection in Australia have arrived by air with a valid visa and then applied for asylum at a later date while living in the community
- More recently the number of people arriving by boat has increased. However, this group still represents a minority of the people claiming asylum in Australia. Asylum seeker figures remain low in comparison with the general immigration program and compared to people who remain in the Australian community once their visa has expired
- The ASRC estimates people seeking asylum who have arrived by sea wait an average of five years for a decision on their claim
- At some stage in the refugee determination process most people will have limited rights to work or study. During this time significant numbers of people will have limited access to or no financial support
- Changes to the refugee determination process have meant that boat arrivals will only be eligible for temporary protection for three to five years, after which they will need to reapply
- For people who have arrived by sea, there has been a decrease in the number of people afforded protection
- People with temporary protection visas are prevented from reuniting with their families
- People seeking asylum who arrived by sea after August 2013 will no longer be able to find safety and reside in Australia.

## People seeking asylum supported by the ASRC

The changing landscape of needs and circumstances presented by people seeking asylum continues to impact the structure and environment in which the ASRC operates. As a result, modes and breadth of service delivery continue to evolve as policy decisions and eligibility requirements change.

New groups of people have emerged from within this complex and ever-changing environment, including increased numbers of people who are highly vulnerable and who have not been granted protection by the Australian Government.

### Snapshot:

- The ASRC supports and empowers over 4600 people seeking asylum each year
- Humanitarian services operates from two sites: Footscray which supports 90% and Dandenong which supports 10% of people seeking asylum
- Of the people ASRC supports, around 60% are male and 40% female
- Top 10 countries of members seeking asylum are Iran, Sri Lanka, Pakistan, Afghanistan, Iraq, Myanmar, Malaysia, Ethiopia, Vietnam, India
- Around 6% have income
- Around 6.2% have access to government funded income which is equal to 89% of the Centrelink benefit
- 91 people supported in community or offshore detention
- Significant increase in families presenting who are ineligible for government funded services and support
- Anxiety and depression make up 59% of the top six diagnosed diseases in the Health Program
- Languages most frequently spoken by people accessing ASRC services:

Persian (Farsi), Tamil, Hazaragi, Arabic, Urdu, Dari, Pashto, Rohingya, Burmese, Vietnamese, Kurdish, Malay, Hindi, Bengali, Sinhalese, Amharic, Mandarin, Punjabi, French, Somali, Turkish, Swahili, Indonesian, Hakka, Tigrinya, Pidgin, Russian, English, Australian Sign Language.

Photo by Kim Landy





Tina\* began volunteering in Foodbank as a way of creating a reciprocal arrangement with the ASRC, so she doesn't feel like she is a passive recipient; taking charity without giving back. With a background in fine arts, she also volunteers as a facilitator at art classes for other people seeking asylum. She is passionate about the way art can provide a vehicle to support interaction and understanding.

'When you get the opportunity to help, you feel powerful and strong. When you are in need, you feel weak. Receiving services, sometimes you feel ashamed, and you have to live with the fact that you have to get help. It affects your dignity, your self-esteem.

'Sometimes your prison is your own idea of dignity and pride. It's a barrier, you have your own detention inside your heart. Waiting for years and years to be granted a visa is a huge barrier in your life, at all levels. You need help to get back on your feet again.

'At the same time when someone gives you an opportunity to feel useful, to be in power of your destiny again, it gives you a huge amount of hope. Going from the side of desperation to the side of hope; this is what everyone needs.

'We don't just need food or a home - we need hope and dignity. Hope means being accepted and valued in your role in the community again.'

\*Not her real name/photo

Photo by Kim Landy

## Frontline services

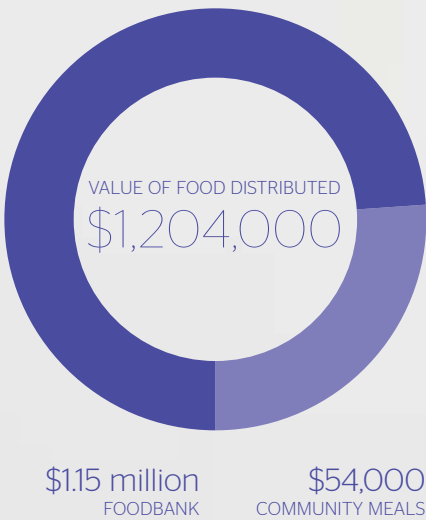
Universal access to high-quality, essential services is a human right, and this should be no different for people seeking asylum. The ASRC's frontline programs have been designed to empower people to maximise their own physical, mental and social wellbeing, whilst ensuring people seeking asylum have access to justice.

The welfare and happiness of those who access our programs continue to be the focus of our work; and significant progress is being made to embed program logic and evaluation that strives to deliver maximum impact.

Our programs and services continue to be driven by the needs of people seeking asylum and aim to alleviate suffering while maintaining human dignity.



# Food, shelter and material aid



## Food

In 2016-17, the ASRC provided 55,000 free hot meals to the value of \$54,000 to people seeking asylum, volunteers and staff. During the same period, over 620 people each week gained access to \$1.15 million worth of food through the ASRC Foodbank.

The ASRC's food programs are delivered by 195 energetic volunteers of whom 26 are people seeking asylum, as well as three part-time staff. This team coordinates the purchase and distribution of \$185,000 worth of food, as well as the sponsorship and management of \$1,019,000 worth of donated food.

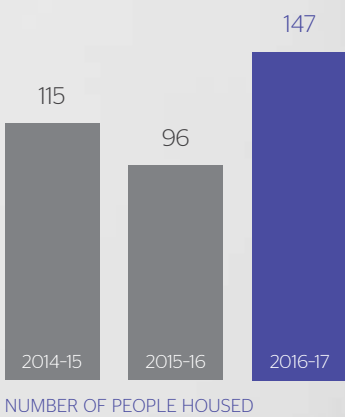
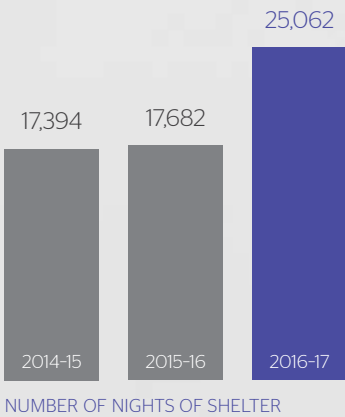
## Material aid

The ASRC provided essential items such as clothing, public transport fares, bedding, kitchenware, nappies, baby items, mobile phones and phone cards to thousands of people seeking asylum. In 2016-17, the team of two staff and 50 volunteers facilitated 1400 appointments each month to access material support, as well as hosting two pop-up toy shops - one during the Eid and another at Christmas.

## Shelter

In 2016-17, the ASRC Housing Program offered rental support to 147 people seeking asylum in the form of 25,062 nights of shelter, who would otherwise have been at risk of homelessness. Of these, 80% had no income and/or the right to work, and 14% experienced mental and physical hardship that severely reduced their opportunities to be independent.

The model supports people to stay in their residence whilst they attempt to find work, and enables people to be connected to their local community.



# Healthcare

The ASRC health clinic provides comprehensive health services to people seeking asylum who do not have access to Medicare. This holistic healthcare model supports each client with their clinical and non-clinical needs.

In 2016-17, the health clinic supported by seven staff and 64 dedicated volunteers treated 679 patients.

The number of patients treated by the health clinic has grown by 30% in the last two years.

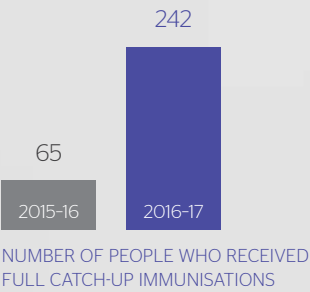
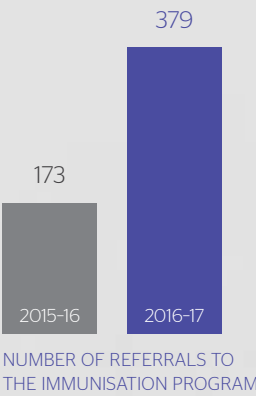
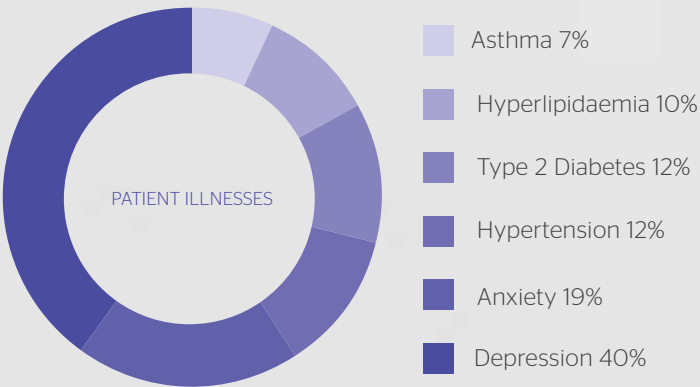
Patients are treated for a wide range of illnesses, with anxiety and depression accounting for 59% of the top six diagnosed diseases.

In 2015-16, the Immunisation Program was established to provide full catch-up immunisations to people seeking asylum according to the National Immunisation Program Schedule.

The number of people referred to the program increased by 119% from 2015-16, with 242 people completing catch-up plans, which is a 272% increase from last year.

The Diabetes Program, also established in 2015-16, continued to screen and identify those most at risk of developing diabetes. Those at risk were able to access the Diabetes Nurse Educator for support to self-manage and prevent the development of diabetes.

## PATIENTS ACCESSING HEALTH CLINIC





# Essential services

## Mental health support

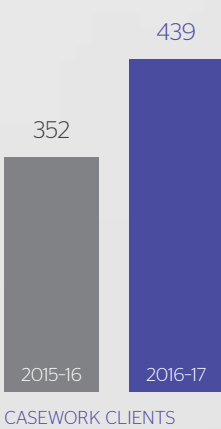
The ASRC provides a number of holistic, integrated and responsive services to people seeking asylum in order to maximise their mental and physical wellbeing.

One such service is the Casework Program which provided individual case management to 439 people - a 25% increase on the previous year - assisting them to address specific needs and to achieve independence. Three staff and 48 volunteers offered holistic support to an increasing number of people, including family units which presented with multiple complex needs. The majority of new referrals to casework were at risk of homelessness, and did not have access to income or mental health services.

Another service is the Counselling Program which provided therapeutic

counselling to 250 people across 1460 appointments. Counselling aims to support each client to reconnect with their sense of resilience and agency, and invites them to consider how they might continue to hold onto hope in an often 'hopeless' context.

The Continuing Care program is a more specialised service. In 2016-17 it provided intensive support to 70 people who are living with a range of mental health complexities including suicidality, crisis, behavioural challenges and chronic mental health management. This number represents a 55% increase when compared with last year, and many presented as high-risk clients. Noticeable trends in this group include experiences of self isolation, longer periods of legal limbo and deterioration of mental and physical health.



## Access to services

The General Access Program (GAP) ensures all people seeking asylum who arrive at the ASRC Footscray centre receive information, advice and access to wellbeing support. GAP works closely with every program at the ASRC to ensure all people are linked with appropriate services in the community, as well as services offered internally at the ASRC.

The General Access desk provides immediate, on-the-spot assistance to ASRC members, and in 2016-17 serviced an average of 1730 appointments every

month through the hard work and dedication of one staff member and 50 volunteers.

Limited resources dictates that the ASRC has to prioritise ASRC membership depending on need and urgency, although no eligible people are turned away. Each of the 1750 people who presented at the ASRC in 2016-17 were provided advice, referral and assistance by the New Presentation Team, and of these, 289 people became ASRC members.



'Brother, I have my breath, my body and my soul, they can never take that away from me'

— CONTINUING CARE CLIENT

# Legal support

The Human Rights Law Program works to uphold the rights of people seeking asylum and refugees. It does this by empowering people to understand their rights and by offering legal assistance through triage, clinics, workshops, phone service, assistance at interviews with the Department of Immigration and Border Protection and representation at the tribunal and courts.

The legal clinic expanded significantly in 2016-17 in response to changing Government policies which resulted in an increased need for timely legal assistance. Demand peaked in February and May 2017 with the announcement of an arbitrary deadline by the Government which forced tens of thousands of people to seek urgent legal help to submit their application for protection by 1 October or face removal from Australia without assessment of claims.

To meet this demand, and a growing legal waitlist, the team grew from ten to 19 solicitors and 210 to 479 legal volunteers this year.



## Case study

The ASRC successfully represented Zahra\*, a Hazara woman from Afghanistan, and her two young children at the Administrative Appeals Tribunal (AAT) in relation to her application for a protection visa. The Government rejected their application for protection, but on review the AAT found that Zahra and her children were owed protection. Zahra and her children had been in Australia for five years seeking asylum, including in immigration detention. Zahra said that this outcome meant that she could finally focus on her children's futures in Australia and to support them with their studies. She told us that one of her children wants to be a lawyer so that he can help other refugees from Afghanistan.

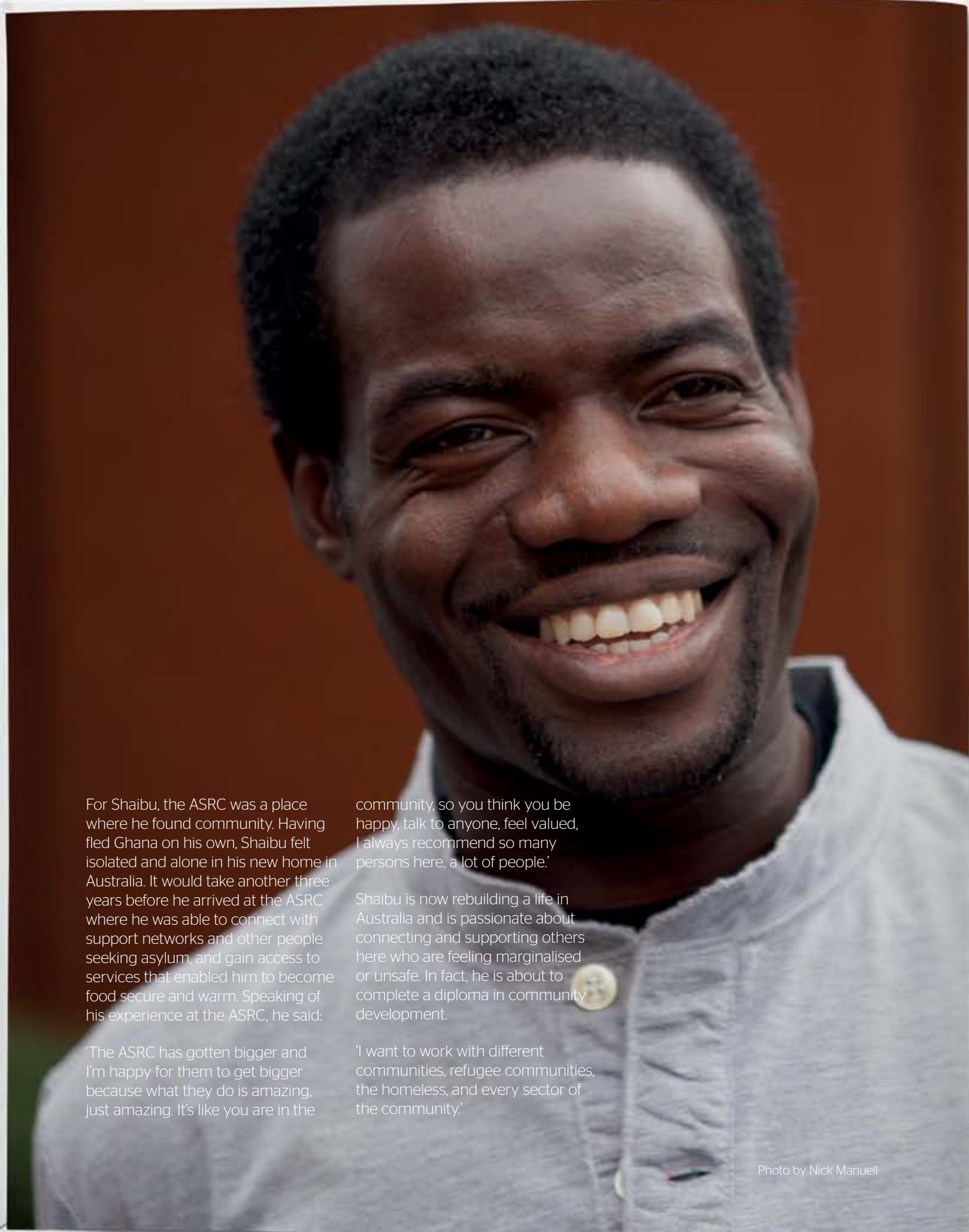
\*Not her real name

## Highlights this year included:

- Responding to 1797 requests for legal assistance through the legal triage service by providing on-the-spot advice and intaking new clients into the Legal Program
- Free phone legal service two days a week for 475 people seeking asylum
- Continued engagement with the Victorian Bar, including the referral of briefs for pro-bono assistance in judicial review matters.
- Timely, quality legal assistance to people seeking asylum across 4361 appointments
- Conducting over 100 information sessions and workshops for 277 people
- Offering specialised legal assistance to 86 clients who have gender-based claims for asylum
- Successful adaptation to an ever-changing policy environment, utilising the ASRC's legal network to scale up service delivery to provide assistance to 891 people on our waitlist to meet the 1 October 2017 deadline
- Successful continuation of the weekly legal clinics at the ASRC and with corporate partner firms with the assistance of hundreds of volunteer lawyers







For Shaibu, the ASRC was a place where he found community. Having fled Ghana on his own, Shaibu felt isolated and alone in his new home in Australia. It would take another three years before he arrived at the ASRC where he was able to connect with support networks and other people seeking asylum, and gain access to services that enabled him to become food secure and warm. Speaking of his experience at the ASRC, he said:

'The ASRC has gotten bigger and I'm happy for them to get bigger because what they do is amazing, just amazing. It's like you are in the

community, so you think you be happy, talk to anyone, feel valued, I always recommend so many persons here, a lot of people.'

Shaibu is now rebuilding a life in Australia and is passionate about connecting and supporting others here who are feeling marginalised or unsafe. In fact, he is about to complete a diploma in community development.

'I want to work with different communities, refugee communities, the homeless, and every sector of the community.'

Photo by Nick Manuell

## Programs that empower

To value and support an individual to determine and advance their own future equals empowerment. The ASRC's empowerment programs do just that, striving to enable people seeking asylum to achieve social and economic participation. People seeking asylum help shape the programs and services that, in turn, support them.

We understand people feel most empowered when they are engaged in meaningful work and have the skills and knowledge required to achieve their goals. That is why our programs support people to be skilled, enterprising, connected and employed.

The ASRC also works with community based networks to find solutions to the challenges faced by people seeking asylum. Our programs offer opportunities for all people seeking asylum to feel a sense of purpose and to have meaningful engagement with the wider community.



# Skilled and educated

## English classes

The ASRC's English as an Additional Language (EAL) Program spans the Footscray and Dandenong centres. The program offered daily classes at various levels to 285 students and was staffed by qualified teaching volunteers. The program also conducted weekly preparatory IELTS, advanced grammar, and conversation classes, totalling 7958 hours of free EAL learning. A further 22 people seeking asylum received weekly one hour home English tutoring, totalling 1056 hours in 2016-17. Accordingly, a total of 307 people were empowered to gain the confidence to speak English.



## Vocational training

The Asylum Seeker Vocational Education Training (ASVET) Program is a Victorian State Government funded initiative to support up to 3000 people seeking asylum and refugees to gain access to Government-subsidised VET courses until June 2018. As the sole agency administering the project, the program saw approximately 1000 people seeking asylum and went on to directly refer 521 students into Government-subsidised Vocational Education Training (VET)

courses across Victoria, representing over 52% of the overall referrals expected across the two year contract period.

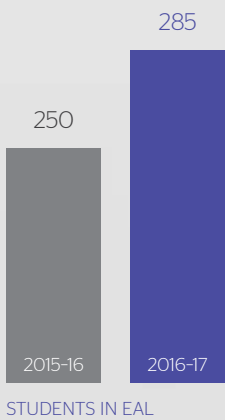
Further to the ASRC's commitment to increase access to vocational training for people seeking asylum, the program also supported registered training organisations (RTOs) through professional development, running two information workshops, establishing a phone helpdesk and provision of online resources.

## University scholarships

A partnership with La Trobe University launched in February 2017, assisted two people seeking asylum to access scholarships in the College of Arts, Social Sciences and Commerce. A further two scholarships at La Trobe will be awarded each year for the next two years.

Monash University awarded 25 scholarships to members seeking asylum from the Innovation Hub from 2015 to 30 June 2017, 16 diplomas from RMIT and significant cost savings for members referred to certificate and diplomas in Swinburne University, Victoria University and Melbourne Polytechnic. Full tertiary scholarships were also offered by the Lonsdale Institute and Flinders Institute for a number of students ineligible to access the ASVET program.

Their generosity is gratefully acknowledged and recognises the right for everyone to receive an education.



STUDENTS IN EAL

7958

HOURS OF FREE EAL LEARNING

521

STUDENTS REFERRED TO VET COURSES

Like so many who land at our doorstep, Eugene\* brings a rich tapestry of family, work and life experience with him. In Africa he had a loving family, a good job, and enjoyed his life. 'In the morning you go for a job, then come back and your family is very happy. That was very good,' he says. 'On weekends I could be with my family watching movies or football on TV. I used to have many friends and family, [we would] share some wine and beer and talk.'

Coming to Australia in 2015 to study was life-changing for Eugene. On his way home to his wife and two young children, the situation became too dangerous for him to return. Eugene was forced to take the next flight back to Australia.

The ASRC legal team moved quickly to help Eugene apply for asylum but he needed to find work to support himself. Despite having tertiary level qualifications, he was unable to find a job because employers were wary of his bridging visa. 'You know, I like working, doing jobs, trying new things, but with Australia, it has been very hard for me.'

The first six months were incredibly challenging and lonely until in July 2016, he began working at ASRC Cleaning. It was his first real job in Australia and it allowed him to earn just enough money to support himself and his family at home.

In March this year, Eugene began a six-month internship as a business analyst with a major bank and continues to work three nights a week with ASRC Cleaning. He hopes to gain residency and someday bring his family here.

\*Not his real name

Photo by Natalie Jeffcott



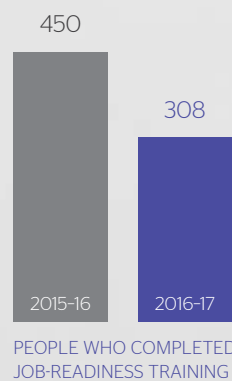
# Employed

## Employment

In 2016-17, 336 people seeking asylum were supported to find work from the ASRC's centres in Footscray and Dandenong, to identify transferable skills and experience, understand their employment rights and learn to navigate the changing labour market. 308 people also benefited from jobsearch training, and, thereafter, a six week job-readiness program where they were partnered with a volunteer employment advisor.

The program also redresses barriers to employment through the referral of 350 people into the ASRC's empowerment, education, professional mentoring, entrepreneurs and volunteering programs.

The rise in the number of Safe Haven Enterprise Visas (SHEVs) have forced people to relocate to regional or rural areas. This, and an increasing loss of work rights, have contributed to the reduction in numbers of people accessing the program in 2016-17.

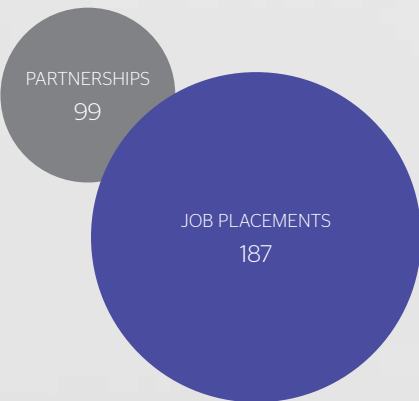


## Employment partnerships

Now in its fourth year, Employment Partnerships in 2016-17 developed strategic relationships with 99 employers to place 187 people seeking asylum into paid work that matched their skills and experience. These opportunities offered financial stability, which led to increased independence, understanding of workplace culture and increased confidence.

The focus this year centred on the provision of in-placement support for people commencing new roles, as well as employer prospecting to reverse market employees into suitable vacancies.

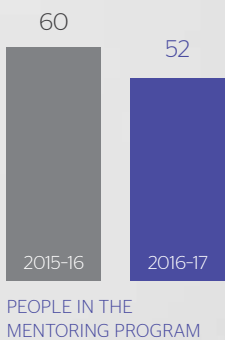
The program continued to nurture partnerships with large organisations to establish paid employment opportunities and paid internships. Major partnerships this year included ANZ, IDP Education, Frankston Toyota, Sussan, Aesop, Rylock, Career Speakers, Talent Rise, WISE Foundation, Chobani, Seasol, and Wotton Kearney Lawyers. The Murdoch Children's Research Institute also offered several non-paid internships for medical professionals seeking asylum.



## Mentoring

Also in its fourth year, the Mentoring Program matched 27 people with professional volunteer mentors from their field. The 12 month partnership enables mentees to explore their sector in Australia under the guidance of a local mentor, identify pathways to re-enter the field or related work and, importantly, connect to professional networks. Of the 27, nine partnerships completed their 12 month program, six gained employment through the help of their mentor, six entered into paid internships, eight received free access to conferences and seminars, and five enrolled in professional courses as advised by their mentor.

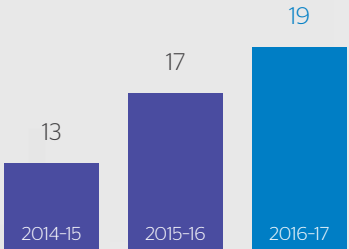
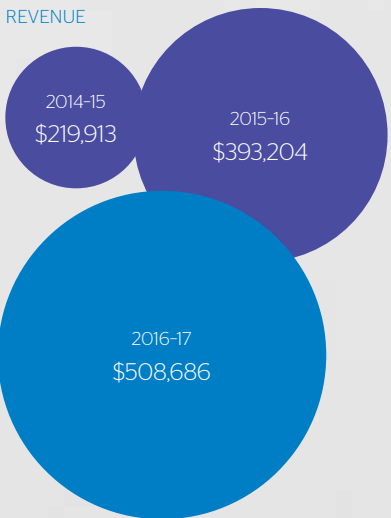
Networks, the program's networking events program offered opportunities for mentees to connect with professionals in multiple industries while gaining practical knowledge of Australian workplace culture and ways to improve their prospects for employment. New this year was the addition of a two month career counselling program for people unsure about their career path.



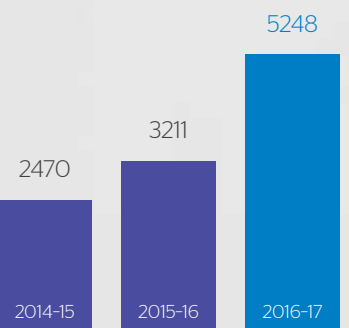
# ASRC Cleaning

ASRC Cleaning enabled 33 people seeking asylum to be employed in 2016-17. The appointment of a business coordinator in ASRC Cleaning has enabled the social enterprise to improve customer service, including gaining feedback to inform ongoing service delivery. This has resulted in a 60% retention rate, along with a focus on acquisition of regular commercial clients, which has boosted revenue by 29%.

In October 2016, ASRC Cleaning was a finalist for the Moral Fairground, Ethical Enterprise Awards. Next financial year will focus on improvement of the client booking experience and investment in internal systems to streamline workflow.



NUMBER OF PEOPLE EMPLOYED

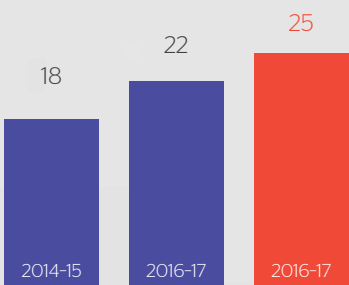
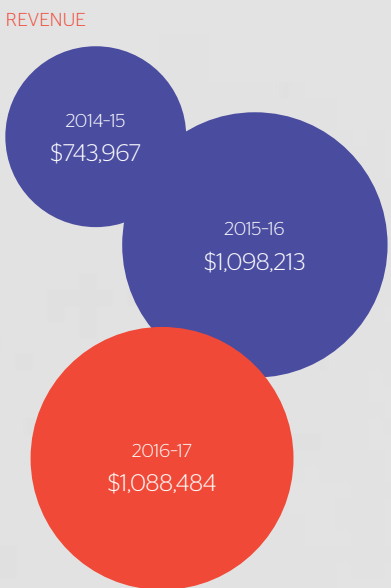


NUMBER OF CLEANING ENGAGEMENTS

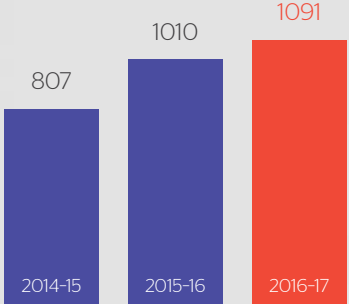
# ASRC Catering

Now in its twelfth year, ASRC Catering continues to offer sustainable employment to people seeking asylum. The appointment of a function supervisor has enabled the business offer a higher standard of job training to employees, and improve the catering experience for clients. The purchase of a fifth delivery vehicle also enabled the business to increase the number of daily catered functions services, as well multi-day conferences.

In December 2016, ASRC Catering won the Social Enterprise of the Year (Small) at the Social Enterprise Awards and, in the same year, placed third in the Moral Fairground, Ethical Enterprise Awards.



NUMBER OF PEOPLE EMPLOYED



NUMBER OF CATERING ENGAGEMENTS



# Enterprising

## Entrepreneurs

In 2016-17, the Entrepreneurs Program offered business training and one-on-one coaching to 58 people seeking asylum who aspired to develop their own business. Four Business Connect Events held this year provided a rare opportunity for program participants to network, hear from successful entrepreneurs and learn more about what it takes to succeed in business.

Early this year, a comprehensive program review was undertaken. Thanks to principal funders, Virgin Unite the program has expanded to welcome a full-time coordinator. Key changes to the program include partnerships with external providers to conduct business incubators, as well as building pathways to access seed capital to launch the businesses of people seeking asylum.

'At the beginning of this year, I launched my business and now I am piloting the programs that I want to market through public speaking at schools.'

— ASPIRING ENTREPRENEUR SEEKING ASYLUM



## Food Justice Truck

The Food Justice Truck served nearly 6000 customers in 2016-17. Around 30% of these were people seeking asylum, who gained access to fresh food at a 75% discount (or an equivalent of \$103,104 worth of food). This year the truck expanded to Northcote, increasing total sites across Melbourne to five. In December 2016, the enterprise was the winner of the 'Healthy Happy Heroes' Award by VicHealth in the category of Improving Health Equity.

As delighted as we are for the recognition, a recent review of the FJT highlighted the opportunity to consider alternative models. Alternatives which can increase reach and accessibility more cost effectively, and deliver greater impact in addressing the issue of food security for people seeking asylum living in the community.

The ASRC is now undertaking further work to develop and test alternative models and in October 2017 ceased operating the Food Justice Truck in its current capacity. The ASRC acknowledges and thanks the more than 10,000 customers who have engaged with the project since its launch in March 2015 and looks forward to having even greater impact in 2018 and beyond.

# Empowered and connected

## Empowerment pathways

Empowerment Pathways Programs strive to ensure people seeking asylum are recognised as experts of their own experience, actively contribute to and lead initiatives. Participation empowers them to determine and advance their own future.

## Highlights this year included:

- 116% increase in number of volunteers seeking asylum in Innovation Hub programs
- Appointment of a new Women's Empowerment Coordinator who herself was a participant of the program, and brings 18 years experience working with women and families in Papua New Guinea. This has led to the 81% increased engagement and participation of women seeking asylum in the WISE Women's Program.
- Placement of five youth into full fee-paying tertiary scholarships
- Formation of the Member Consultation Group, a quarterly meet-up of people seeking asylum who provide feedback on their experiences of programs, while also informing program design and delivery
- Seven families including 15 children seeking asylum were able to participate in an organised camp and retreat in Seymour
- Collaboration with five organisations to work with members seeking asylum to create a large textile artwork, now being exhibited in the Melbourne Docklands Library and then in the Dandenong Library.



## Community engagement and development

In 2016-17, 220 people seeking asylum regularly participated in a range of social, sporting, creative and recreational activities that supported them to gain a greater sense of belonging and confidence, as well as improved mental and physical wellbeing.

The program partnered with publishing firm, Hardie Grant Egmont to develop a series of bilingual children's books for use in the newly refurbished Children's Space at the ASRC. These books will be the focus of workshops for families seeking asylum that facilitate early reading and literacy skills.

Another initiative is the establishment of regular art-making workshops led by a member seeking asylum who has, himself, had a solo exhibition featuring works done at the ASRC.

A further highlight this year is a new partnership with Brimbank City Council to deliver women's only swimming lessons. Around 30 women participated and reported health benefits and a sense of empowerment.

'Since I was a child, I always had a fear of the water. During the journey to Australia, I had to lie down in the boat. I couldn't bear to even see the ocean. By learning to swim, I feel that I am facing my fears and beating my trauma.'

— FEMALE MEMBER





Mary\* was on holiday visiting her sister in Australia when civil war erupted at home in Egypt. With only a suitcase to her name, Mary was forced to stay in Australia and start a new life. She had already earned a PhD in accounting and had a successful, ten-year career in retail banking and accounting. Despite this, she could not get a job in her field.

After a tough six years in Australia, Mary joined the ASRC Mentoring Program and was partnered with a volunteer mentor, Natasha who helped her reach her potential in a new industry.

'The program helped me improve my knowledge and build my local experience. It also helped me to change my thoughts and open my eyes to different industries rather than my original career. Natasha helped me to know my value when I apply for work.'

Mary is now carving out a successful career in real estate and is still in touch with her mentor, who she says has given her 'friendship as well as mentoring.'

\*Not her real name

Photo by Kim Landy

## Advocating for humanity

The role of Advocacy and Campaigns at the ASRC is to build a collaborative, diverse and effective movement that drives change to restore and uphold the rights of people seeking asylum. Through strategic advocacy, the team effectively engages, empowers, mobilises and organises communities across Australia to take action and lead change.

In 2016-17, we continued to put a spotlight on punitive policies and their human impact while holding the Government to account. We did this by contributing to law reform and policy change through parliamentary submissions, community and sector-wide presentations and roundtables.

We are also proud to work closely with sector partners locally and nationally to co-ordinate campaigns and advocacy efforts, and alongside people with lived experience of seeking asylum.



## Mobilising communities for change



A key task of the Community Engagement Program is to increase the skills of the community to function as powerful advocates whilst ensuring the participation of people with lived experience. Grassroots community action workshops hosted across metropolitan and regional areas provided an opportunity for refugee advocates and supporters to learn about Words that Work; and ways to take control and reframe the debate in order to achieve a substantial shift in public opinion.

In 2016-17 the team expanded beyond Victoria to Queensland and, in May 2017, to NSW where they collectively trained and mobilised 1073 people to become powerful advocates.

This has resulted in the growth of the National Right Track movement from 3500 in 2015-16 to now 42,000 people who form a powerful network of advocates trained across Australia to combat the unfair and harmful asylum policies in a challenging political environment.

### Campaigns

Campaigns provide the opportunity for people to be involved in action a part of social change.

#### #BringThemHere

In July and August 2016, the ASRC continued to work with sector partners and media to highlight the abuse of, and deteriorating conditions for, refugees and people seeking asylum detained on Nauru and Manus Island. The release of the Nauru Files reinforced the call to #BringThemHere as the ASRC teamed up with organisations such as the Human Rights Law Centre and GetUp! to coordinate advocacy efforts for those in offshore detention.

#### #FairProcess

In March 2017 and again in May, the Turnbull Government changed the rules for people seeking asylum, forcing thousands of people to lodge their applications by 1 October 2017. The arbitrary deadline was the latest in a set of measures designed to coerce people into lodging their applications without legal assistance.

The ASRC advocacy community sprang into action, with over 4000 people signing an ASRC petition and calling their MP, the Prime Minister and the Immigration Minister expressing their deep concern with the new deadline. The ASRC also arranged a delegation to Canberra to meet with politicians to brief them on the impact of these unprecedented changes.

While the 1 October deadline stood, the advocacy from the ASRC and the sector nationwide secured four hours of interpreting for each applicant and increased access to funded legal assistance for those most vulnerable.

The Detention Rights Advocacy Program works with people seeking asylum in onshore and offshore detention to gain access to justice, information and critical services including emergency medical care. In 2016-17, the program, staffed by one person and eight volunteers, provided confidential advocacy and critical support to 91 people in detention. The program was successful in advocating for the safe evacuation of a number of people to receive life-saving medical treatment. Additionally, the program worked with detainees to ensure they were able to self-advocate, make complaints and protect their rights.

The program contributed significantly to the #BringThemHere campaign and alerted the media to stories of human rights abuses and the punitive treatment of people seeking asylum in offshore detention. The program played a critical role in ensuring that people seeking asylum in detention are not forgotten and have a voice.

During the year the Detention Rights Advocate also contributed to five submissions to inquiries, committees and UN special rapporteurs.





## Community engagement



### Engaging people with lived experience of seeking asylum

The Advocacy and Power Program (APP) was piloted in 2016 to empower eight people with lived experience of seeking asylum to become powerful advocates and voices for people seeking asylum and refugees. Eight workshops were conducted over four weekends. These were designed to provide participants with networks, skills and the confidence to contribute to public discussions and the media, in order to provide insight into their lived experience and to shift community attitudes towards people seeking asylum. The program led to opportunities to appear on the ABC's Q&A, and hosting a Ted Talk.

### Community education

In 2016-17, the ASRC engaged 3354 individuals and community groups through the Speakers Program, coordinated by six volunteers. These events provided an opportunity for people to learn about issues facing people seeking asylum, as well as practical tools and resources to be champions of change.

### Youth engagement

Young people are key to any social movement for change. The Youth Action Project (YAP) in 2016-17 provided training to 1985 people under the age of 30, up from 900 in 2015-16, to take effective, mindful action to change the unfair policies that affect those seeking asylum. Training sessions and meet-ups provided spaces for young people, including those with lived experience of seeking asylum, to create their own ideas about the actions they will take and equip them with practical skills to create change in their communities.

The Schools Program empowers students, teachers and schools through education, in order to become advocates for the fairer treatment of refugees and people seeking asylum. Through presentations, facilitated conversations and resource kits, 13,605 students were engaged with the help of 13 volunteers and one part-time staff member. The program also provides pathways to other ASRC programs to help students mobilise their schools and communities.

**'APP equipped me with the skills, knowledge and courage to share my story as a former refugee with the wider community to create and shape a new discourse on the way in which we, as a nation, discuss refugees and asylum seekers.'**

- APP PARTICIPANT

### Case Study

Valissa Clarke is amazed by the shift in attitudes she is seeing in some of the community members engaging in the Benalla Conversation Project.

'The project sets the tone for a completely different conversation, one that is centred on people and not facts and statistics; it humanises the conversation. A values-based conversation holds people accountable to their values, they have to think about it - it's a self-examination and through this process people's attitudes shift on the issue.'

Valissa reported that one gentleman in the project was really shocked to learn that there were two separate asylum processes for people who arrive by plane and those who arrive by boat.

'If we had led with the "problem" the gentleman would have been hearing but not listening. The fact that the conversation was about him, his values, and we wanted to know what he thought - he started to really listen and engage. By the end, there was an obvious shift in his attitude, describing the process as unfair and that it shouldn't discriminate.'

The Benalla Conversation Project is part of the Community Engagement team's work with local communities and refugee advocates to take control and reframe the debate through facilitated conversation workshops.





# Operational sustainability

## Robust systems of governance

Maintaining good governance is a priority for the Board. A finance sub-committee and a risk sub-committee have been tasked to ensure appropriate oversight of the management of risk and finance. Each committee is chaired by a member of the Board and membership, in the majority, is external and independent. Key governance initiatives developed throughout the year included the commencement of a finance road map, a refresh of the financial reserves policy and risk governance framework, identification of key strategic risks, development of a data management framework and continued work in strengthening privacy and confidentiality governance, which included all staff training.

## Risk management

A refresh of the ASRC risk management framework was undertaken during the year. This provided the foundations for an effective and practical approach to identifying and managing risk throughout the organisation. This important work was assisted by the generous support of the Telstra Risk Management Team, led by Kate Hughes, CRO Telstra. The approach adopts a model that addresses three lines of defence which actively engages staff at all levels of the organisation and embeds a culture of risk management. Outcomes included a review and updating of risk registers, training for staff on risk management, root cause analysis, and the formation of the Risk Management Council.

## Monitoring and evaluation

In October 2016, the ASRC employed a Monitoring and Evaluation (M&E) Manager to facilitate continuous improvement of its programs and services. The role has produced an organisational monitoring and evaluation framework that involves program mapping, development of program logic, monitoring and evaluation plans and an implementation plan. The first stage of this work was completed in early 2017 and the second is well underway. Outcomes include efficient service delivery that meet strategic goals, and clarity of benefits whilst having the greatest impact on the people it serves.

## Work health and safety

The safety of all children, including children seeking asylum, is important to the ASRC. In order to protect children from abuse, the ASRC has chosen to become a child safe organisation and, as of January 2017, all staff and volunteers hold a current Working With Children Check and have completed a Police Check. The ASRC also established a child safe committee, which assisted in the development of systems and processes to ensure the organisation continues to meet the Victorian Child Safe Standards.

## Occupational Health and Safety (OHS)

The OHS committee has had another industrious year, helping to ensure the continuity of a strong safety culture. Hazard and near-miss issues were resolved, and the installation of a pedestrian barrier and roller door has helped manage foot and vehicle traffic.

New sites in Sydney and Brisbane have fulfilled safety checks and risk assessments, and a formalised

evacuation plan was established for the catering kitchen. These are a few of the many tasks achieved through a collaboration between the volunteer run OHS and Operations teams as well as the Shared Business Services team.

## Looking forward

The ASRC continues to develop strong organisational infrastructure that supports accountability, efficiency and enhances capacity. The work done in 2017 to further strengthen governance foundations will provide the basis for ensuring a sustainable, safe and vibrant organisation. Optimising how the ASRC allocates capital, utilises its physical and digital assets, leverages its data and engages its partners will all become increasingly important in how it furthers its impact in supporting and empowering people seeking asylum in the community.

Next year the ASRC aims to better understand its impact across all of its programs through embedded monitoring and evaluation, undertaking a digital ecosystem optimisation project and a human centred design project across a number of key programs to optimise service delivery and partnership models.

The ASRC has always taken great pride in its ability to innovate and evolve practices to deliver the best services and return for people seeking asylum. Its fundraising and marketing team is no different. Over the next twelve months it will undertake a strategic review of its fundraising activities in the context of changing technology and market opportunities, and industry best practice. It aims to develop a plan for greater income diversity and a long-term sustainable revenue model that will enable the ASRC to plan for the future with greater certainty.

# Engaged, thriving people centred organisation



## Skills and competency development

Employees shape the future of the ASRC. In 2016-17, the organisation continued to implement a dedicated day for essential learning and skills development each month. In June 2017 the ASRC also launched a learning management system to on-board and engage staff and volunteers. This has improved the on-boarding experience and has led to efficiencies in the induction and management of around 937 volunteers and 100 staff.

The establishment of a Senior Leadership Development program, delivered by Melbourne Business School and undertaken by all stream directors at the ASRC, served to increase individual skills and empower the leadership team to operate at a consistent strategic level in order to best respond to ASRC's growing size and complexity.

## Employee engagement

A staff-wide survey conducted in July 2016 examined employee alignment and engagement with the ASRC. It is the second time the ASRC has delivered

the survey to staff and it is planned on a regular cycle to ensure that the organisation gathers longitudinal data. When compared with other similar organisations across Australia, the results reflected ASRC employee engagement sat within the top quartile at an engagement score of 74%. The ASRC continues to address and develop areas of improvement identified in the survey.

## Participation of people with lived experience

The ASRC is proud to employ people from a diverse range of cultures and backgrounds, including people with lived experience of seeking asylum. As an equal opportunity employer, the ASRC explicitly encourages people with lived experience to apply for vacancies within the organisation. In 2016-17, the ASRC continued to expand its base of volunteers with lived experience of seeking asylum (currently the figure is 56 of 937 total volunteers).

In January 2017, the people and culture stream initiated a 12 month mentoring program that supports people seeking asylum to take on a career in human

resources, while gaining experience and exposure to the complex legislations that relate to the Australian workplace

## Informed by people with lived experience

As part of the ASRC's commitment to ensuring the voices of people seeking asylum actively inform its work, the organisation has continued to provide advocacy opportunities such as attendance at conferences, consultations and representation at sector planning days.

The Freedom Network, a collective of ASRC members who are seeking asylum, was established in late 2016. Its aim is to raise awareness of the issues facing people seeking asylum. It continues to work with other groups from refugee backgrounds to ensure advocacy efforts include the voices of those with lived experience.

The ASRC will continue to strengthen systems and processes that protect people's privacy while working to empower voices with lived experience of people seeking asylum.



For an amateur cook working at the ASRC's social enterprise, ASRC Catering, food is a stepping stone to other dreams. Arriving in 2014, Janvier\* has worked at ASRC Catering for more than two years. But his real dreams extend beyond the kitchen.

Janvier trained as an accountant before reaching Australia. "Since I was a kid I dreamt of being an accountant," he says. "I had a fight with my family because they wanted me to do science in high school, and I wanted to do accounting. But I said to them, 'This is my life.' And I did accounting. I like dealing with numbers. It's what I love to do."

Even though he gained a relevant degree in his home country, he is undertaking the CPA program through CPA Australia to enhance his qualifications and career prospects locally.

Janvier cannot afford to attend accounting classes so he is completing the program on his own volition, reading his subject study guides and returning for exams as required. He is philosophical about this approach. "When life is tough, you have to be tough," he states. "I read, and I explain it to myself. It just requires discipline."

\*Not his real name/photo

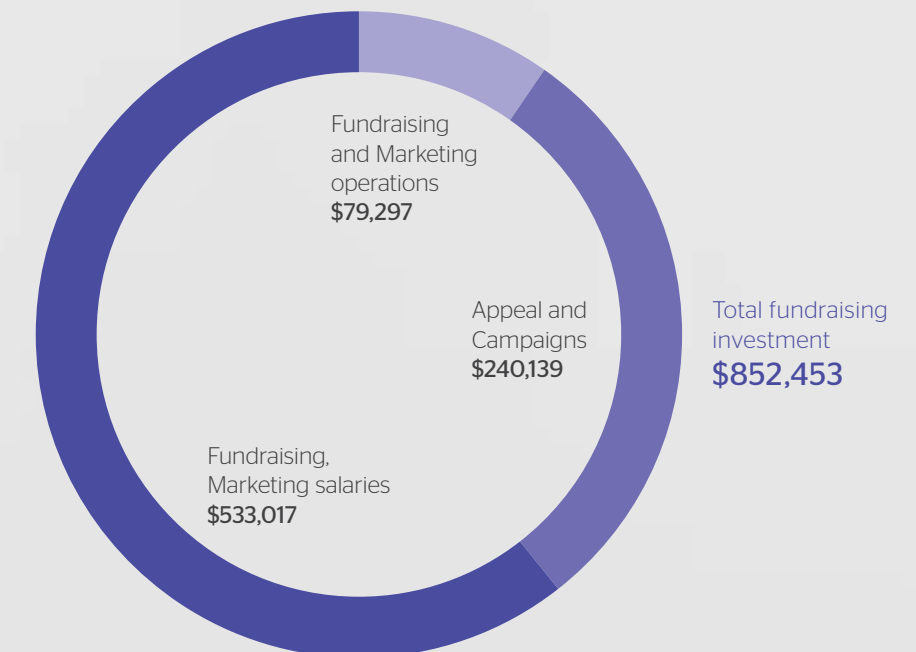
Photo by Kim Landy

## Fundraising

A small but very talented team of fundraisers at ASRC manage a diverse program of appeals, grants, major gifts, events and community fundraising.

As the demand for ASRC services grew in 2017, fundraising once again met the challenge and increased revenue by 28% to reach a total of \$8,949,071. This remarkable achievement would not have been possible without the support of the ASRC's very generous donors, philanthropists, event participants, community fundraisers and volunteers.

### Fundraising and promotions



### Highlights this year included:

**Keep Them Safe - Emergency Appeal**  
In February 2017 the Keep Them Safe - Emergency Appeal was launched in response to a significant change in Government policy that left thousands of people with just months to submit their claim to seek asylum. With unprecedented support from the community, the campaign raised \$400,000 in just five days in order to employ six new legal staff dedicated to administering the claims within this new timeframe.

**Major partnerships**  
Throughout the year growing support from Australian philanthropy, in the form of donations and grants, has encouraged stability and innovation

at the ASRC. Multi-year gifts and major partnerships allow long-term vision and positive change for people seeking asylum, and a wide range of smaller gifts are testament to the desire in the community for fair and humane treatment of people seeking asylum.

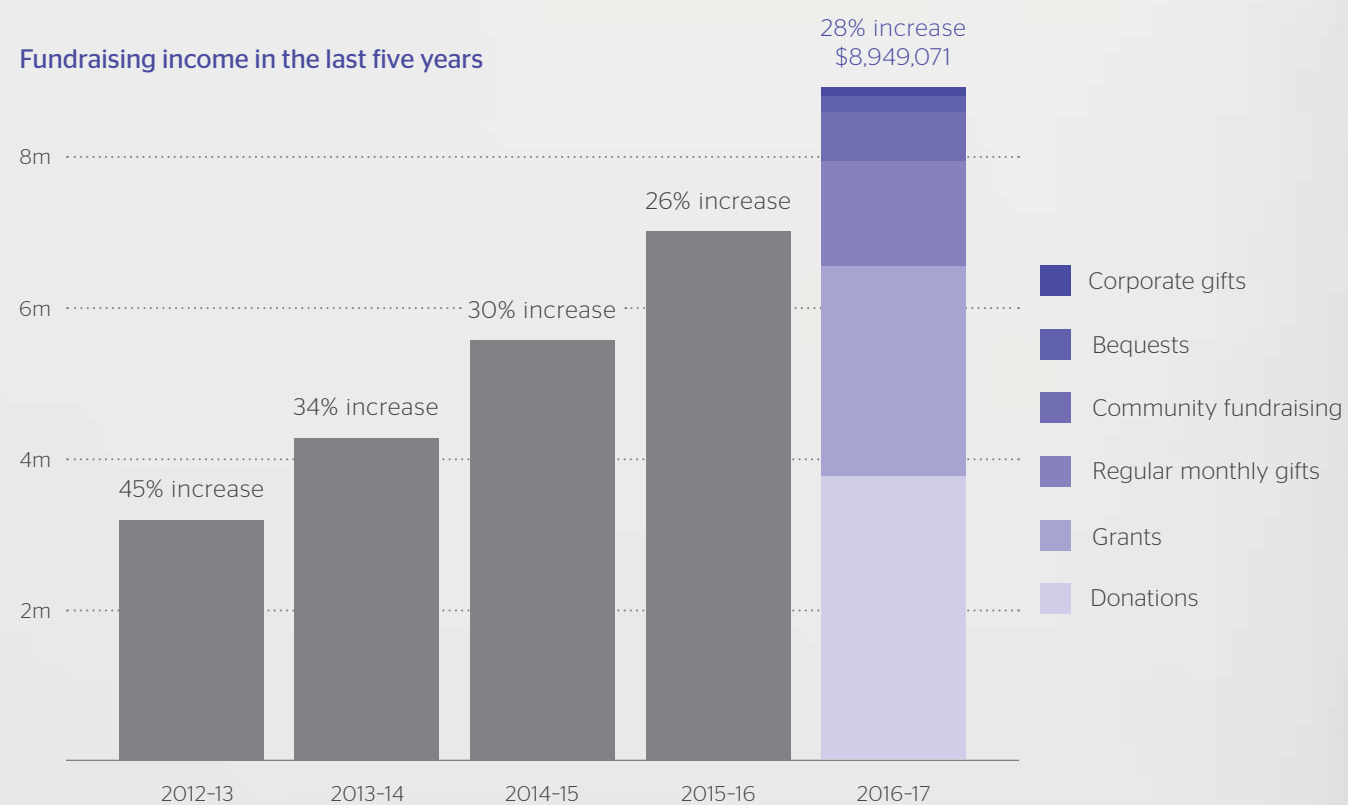
To maintain its independence, the ASRC does not seek or accept Federal Government funding. However, State and local governments play an essential role in addressing disadvantage and providing opportunity for people seeking asylum. ASRC partnerships with the Victorian Government provide essential healthcare, legal and education support through frontline services.

**Run 4 Refugees**  
The 2016 edition of Run 4 Refugees saw more than 600 people join #TeamASRC, raising \$232,000; the most of any charity team registered with the Melbourne Marathon.

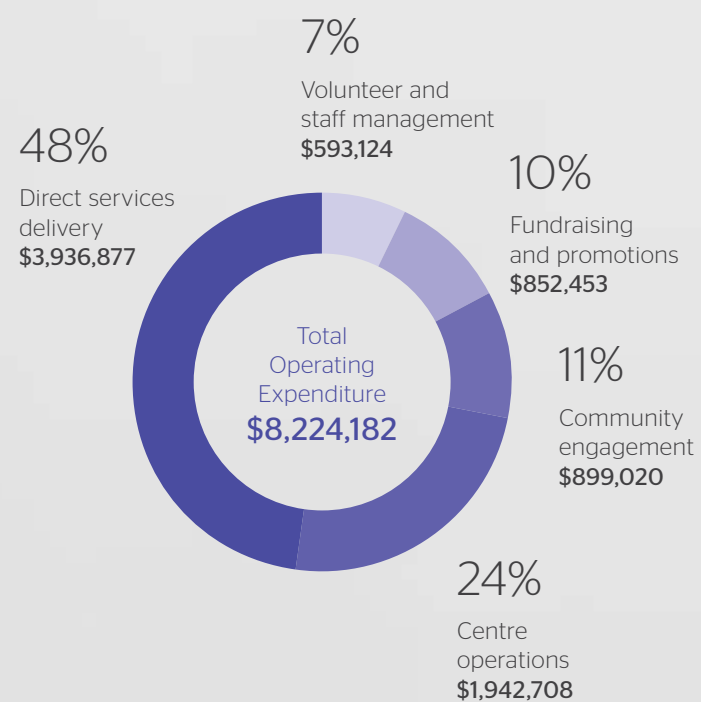
**Growth of regular donor program**  
As the need for services has increased, so too has the support of regular donors. An additional 1400 committed to a regular monthly gift or workplace gift this year, representing a 37% increase on 2015-16. This provides sustainable income for the ASRC, which in turn enables it to plan and deliver services to people seeking asylum over the whole year.



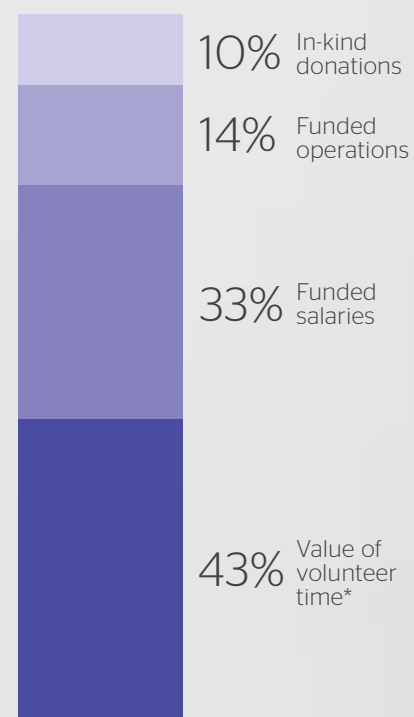
### Fundraising income in the last five years



### Where donations go



### How the ASRC is resourced



\*Calculated from the 262,360 average hours contributed by 937 volunteers in 2016-17 based on the ABS unpaid work rate of \$34.89/hour.



### The ASRC Telethon

The ASRC Telethon on World Refugee Day achieved record growth in its second year, raising \$660,810 in 18 hours, representing a 43% increase on the previous year. This was bolstered by a robust Winter Appeal which also saw record growth, with \$2.25 million raised, and welcoming more than 4000 new supporters into the ASRC community including much appreciated new corporate partners.



# Financial performance

## Analysis of financial results

### Income

The ASRC's total income in 2016-17 increased by 24% to \$10.8 million, up from \$8.7 million last year. The majority of growth came from:

- Fundraising, donations, grants and other income brought in an additional \$2,012,599 million in 2016-17 or 28% increase, driven by successful appeals and increased realisation of grant funded projects.
- Social enterprises contributed an additional \$89,957 or 6% increase, predominantly driven by growth from ASRC Cleaning.

The surplus for the year was \$817,636 to be returned to reserves. Total unrestricted reserves are \$4.3m which covers five months of core operating expense. This is in line with the reserves policy guidance that the level of unrestricted reserves should cover at between four and six months of general operating costs including program monitoring expenses.

### Expenditure

Total expenditure for the year increased by 18% to \$9.9 million.

The ASRC continues to focus on its core mission to protect, empower and support people seeking asylum. Expenditure on core services delivery increased by 20% to \$8.2 million. The majority of this increase came from:

- \$523k increase in direct services delivery, predominately driven by additional staffing in the Human Rights Law Program, housing, health clinic, Foodbank, the Dandenong office, support to manage new presentations and new members to the ASRC and advocacy and campaigns programs.
- \$462k increase in centre operations, driven by increased investment in data management, IT and additional resourcing in core program support roles.
- \$360k community engagement expenditure, driven by expansion of advocacy networks by building grassroots communities in Queensland and New South Wales
- \$80k increased investment into the fundraising and marketing programs to meet increased demands of growing humanitarian programs.
- Non-core expenditure attributed to social enterprises grew by \$112,197 or 7%. This has been driven by strong growth in ASRC Cleaning and planned growth in ASRC Catering.

### Assets

Total assets increased during the year, predominantly as cash on hand which was \$1 million higher at the end of 2016-17. This was driven by the receipt of several significant grants late in the financial year which is reflected in our cash on-hand balance.

### Liabilities

A corresponding increase in grant liabilities grew by \$398k. This has been driven by the receipt of several significant grants late in the financial year where our obligations are still outstanding at year end. Grants predominantly fund our humanitarian services, community education and campaigns programs.

Total liabilities have increased by \$497k in total when compared with 2015-16.

### Cash flow

The statement of cash flows shows an increase of \$1 million for the year.

This is made up of cash inflows of \$1.1 million for operating activities predominantly due to an increase in the size of our reserves and several large grants received but not expended in the financial year.

There were cash outflows of \$0.1 million for investments into infrastructure and equipment.

### Reserves

Under the general guidance of the Reserves Policy ([asrc.org.au/reservespolicy](http://asrc.org.au/reservespolicy)) the ASRC has a level of unrestricted reserves that cover at least four months and no more than six months of general operating costs. In 2016-17 the ASRC's retained surplus or reserves was \$4.3 million.

# Snapshot

24%

increase in total revenue

28%

increase in fundraising and operating income

37%

increase in income from regular monthly gifts



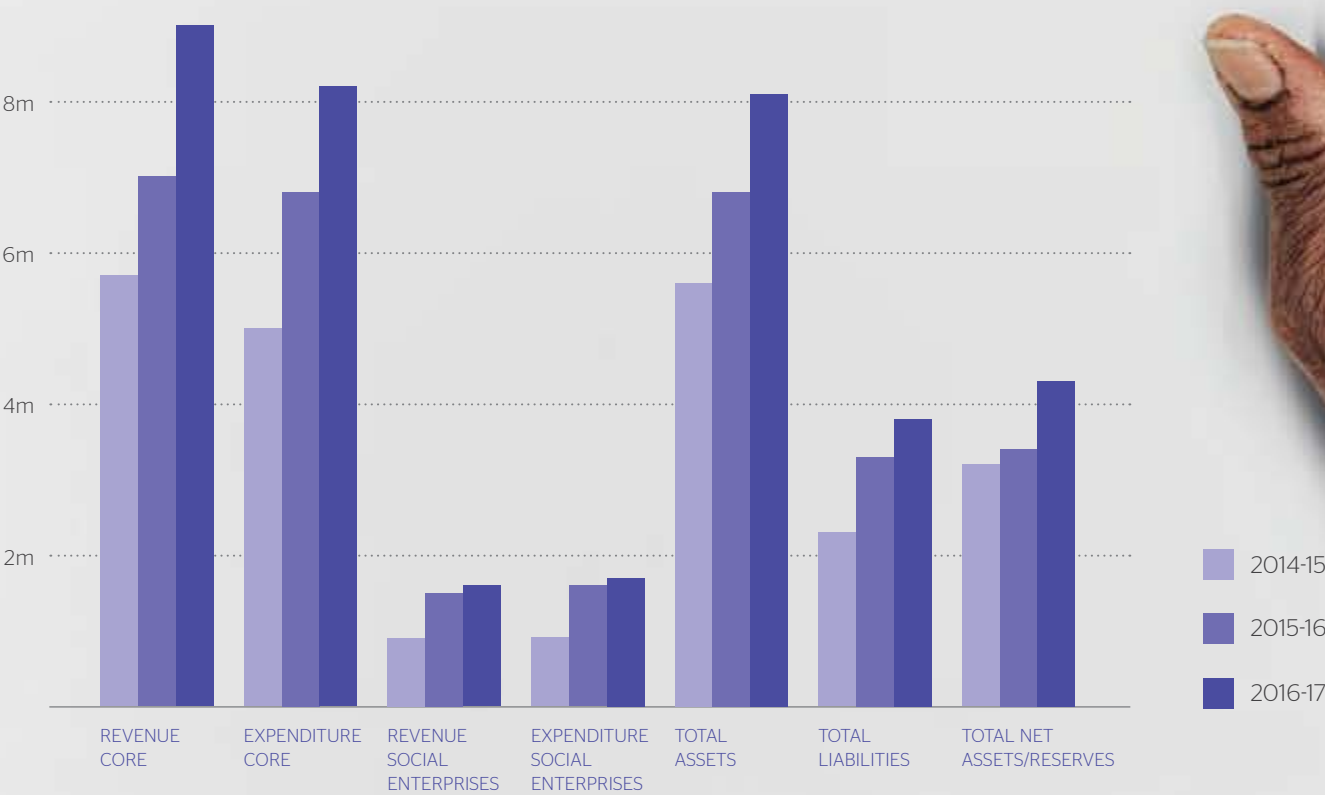
Unrestricted reserves of \$4,317,504 for four to six months operating expenditure



\$817,636

returned to reserves. This includes a planned surplus of \$549,000 and a better than expected Winter Appeal result.

## Changes in key balances





# Statement of Profit or Loss & Other Comprehensive Income

For Year Ended 30 June 2017

	2016-17	2015-16
	\$	\$
<b>Income</b>		
Fundraising	3,189,933	2,367,444
Donations	2,984,217	2,132,987
Grants	2,774,921	2,508,809
Social enterprise - ASRC Catering	1,088,484	1,098,213
Social enterprise - ASRC Cleaning	508,686	393,204
Social enterprise - Food Justice Truck	66,739	82,534
Interest received	107,223	61,056
Other income	43,35	16,755
	<b>10,763,558</b>	<b>8,661,002</b>
<b>Expenditure</b>		
Salaries and wages	7,034,908	5,540,985
Stream operations	2,911,014	2,903,796
	<b>9,945,922</b>	<b>8,444,781</b>
<b>Surplus for the year</b>	<b>817,636</b>	<b>216,221</b>
<b>Total comprehensive income for the year</b>	<b>817,636</b>	<b>216,221</b>

# Statement of Financial Position

At 30 June 2017

	2016-17	2015-16
	\$	\$
<b>Assets</b>		
<b>Current assets</b>		
Cash and cash equivalents	6,005,434	4,982,434
Trade and other receivables	914,749	550,276
Inventories	27,142	27,445
Prepayments	172,317	161,087
<b>Total current assets</b>	<b>7,119,642</b>	<b>5,721,242</b>
<b>Non-current assets</b>		
Plant and equipment	997,138	1,092,800
Intangible assets	11,448	-
<b>Total non-current assets</b>	<b>1,008,586</b>	<b>1,092,800</b>
<b>Total assets</b>	<b>8,128,228</b>	<b>6,814,042</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	546,656	598,045
Employee benefits	501,536	368,680
Unexpended income	2,706,723	2,308,560
<b>Total current liabilities</b>	<b>3,754,915</b>	<b>3,275,285</b>
<b>Non-current liabilities</b>		
Employee benefits	55,809	38,889
<b>Total non-current liabilities</b>	<b>55,809</b>	<b>38,889</b>
<b>Total liabilities</b>	<b>3,810,724</b>	<b>3,314,174</b>
<b>Net assets</b>	<b>4,317,504</b>	<b>3,499,868</b>
<b>Members' funds</b>		
Retained surpluses	4,317,504	3,499,868
<b>Total members' funds</b>	<b>4,317,504</b>	<b>3,499,868</b>



Financial Summary

	2016-17	2015-16	2014-15	2013-14	2012-13
	\$	\$	\$	\$	\$
Revenue & Expenditure – Core					
Total Revenue & Other income	9,099,649	7,087,050	5,771,848	4,433,873	3,259,253
Total Expenditure	8,224,183	6,835,238	5,053,799	3,805,876	2,455,078
Operating Surplus / (Deficit) – Core	875,467	251,813	718,049	627,997	804,175
Revenue & Expenditure – Social Enterprises					
Total Revenue & Other income	1,663,909	1,573,951	973,057	921,731	637,191
Total Expenditure	1,721,740	1,609,543	910,380	738,012	532,018
Operating Surplus / (Deficit) – Non-core	(57,831)	(35,592)	62,678	183,719	105,173
Revenue & Expenditure – Total					
Total Revenue & Other income	10,763,558	8,661,002	6,744,905	5,355,604	3,896,444
Total Expenditure	9,945,922	8,444,781	5,964,179	4,543,888	2,987,096
Operating Surplus / (Deficit) – Total	817,636	216,221	780,727	811,716	909,348
Assets & Liabilities					
Total Assets	8,128,225	6,814,042	5,646,972	4,557,885	3,069,881
Total Liabilities	3,810,722	3,314,174	2,363,325	2,054,965	1,378,677
Net Assets	4,317,503	3,499,868	3,283,647	2,502,920	1,691,204
Cash Flows					
Net cash from operating activities	1,123,977	1,433,846	898,675	1,485,866	1,317,863
Net cash from investing activities	(12,923)	(3,259,142)	(302,296)	181,033	(63,050)
Net cash from financing activities	-	-	(30,000)	(42,086)	39,945
Cash and cash equivalents at 30 June	6,005,434	4,982,434	3,787,757	3,221,378	1,596,565

These abridged financial statements are prepared from the full audited financial statements.  
A detailed copy of the audited financial statements are available on request.

Auditor’s  
Independent  
Declaration



INDEPENDENT AUDITOR’S REPORT TO THE MEMBERS OF  
ASYLUM SEEKER RESOURCE CENTRE INC.

Report on the Financial Report

We have audited the financial report, being a special purpose financial report, of Asylum Seeker Resource Centre Inc., which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and statement by the members of the board.

In our opinion the financial report presents fairly, in all material respects, the financial position of Asylum Seeker Resource Centre Inc. as at 30 June 2017 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**Basis for opinion**  
We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the auditor independence requirements and the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

**Emphasis of matter regarding basis of accounting**  
Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist Asylum Seeker Resource Centre Inc. to comply with the financial reporting provisions of the Association Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of Board Members’ for the Financial Report**  
The board members are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, board members are responsible for assessing the Association’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those board members are responsible for overseeing the Association’s financial reporting process.

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## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ASYLUM SEEKER RESOURCE CENTRE INC. (cont.)

### Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

*Nexia*

Nexia Melbourne Audit Pty Ltd  
Melbourne

Date: 13th day of November 2017

*Andrew S. Wehrens*

Andrew S. Wehrens FCA  
Director

## The team

The ASRC Senior 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; ensure risk and compliance are appropriately managed; role model the organisation's values and foster a culture of inclusion, teamwork and accountability.



Abiola Ajetomobi  
Innovation Hub



Steve Betinsky  
General Manager



Sherrine Clark  
Humanitarian  
Services



Jana Favero  
Advocacy and  
Campaigns



Naomi Fennell  
People and Culture



Cath Hoban  
Fundraising  
and Marketing



Joanne Kakafikas  
Shared Business  
Services



Kon Karapanagiotidis  
CEO and Founder

## 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 a viable and effective organisation in order to secure its long-term future.



Sr Brigid Arthur



Mariam Issa\*



Rebekah Lautman



Jane Marshall



Kam Razmara



Mike Sum



Jessie Taylor\*



Matthew Tutty\*

\*Not serving as board members in 2017-18



Patrons and ambassadors

The ASRC acknowledges the following regarded members of our community who have continued to raise awareness of the work of the ASRC as well as advocate for people seeking asylum and refugees. We thank you for your efforts in shining a light on this important cause.



Julian Burnside



Eva Cox AO



Michael Kirby  
AC CMG



Tamie Fraser



Imogen Bailey



The Cat Empire



Carolyn Creswell



Wally de Backer



Corinne Grant



Taj Lingam



Missy Higgins



Patrick McGorry



Circus Oz



Michael Short



Mark Seymour



Christos Tsiolkas



Arnold Zable



Malcolm Fraser  
AC CH

We acknowledge and thank the contribution of our late Patron, Malcolm Fraser the 22nd Prime Minister of Australia. His wife, Tamie Fraser continues his legacy, joining as Patron in 2017 to shine a light on the plight of people seeking asylum and refugees.

Thank you to our supporters

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 2016-17 we extend a special thank you.

- 3CR  
3RRR  
5Point Foundation  
Abe Nouk  
Acorn Nursery  
Adam Hochroth  
Adam McBeth  
Aesop  
Albert Johnston  
Alexander Yang  
Allens  
Allens Charity Committee  
Alphington Community Centre  
AMES Australia  
Andy Maher  
Angel Aleksov  
Angela Pippas  
Ann & Michael Cohn  
Anne Ross  
ANZ Bank  
Arnold Zable  
Australian College of Optometry  
Australian Communities Foundation  
Australian Football League  
Australian Philanthropic Services  
Australian Red Cross  
Baker IDI Heart & Diabetes Institute  
Banok Rind  
Baptcare Sanctuary  
Barlow Foundation  
Barr Family Foundation  
Bayside Refugee Advocacy & Support Association  
Bell Charitable Fund  
Besen Family Foundation  
Beverley Jackson Foundation  
Bill & Jane Gross  
Bokhara Foundation  
Brigidine Sisters  
Brimbank City Council  
Brotherhood of St Laurence  
Cameron Foundation  
Candy Sparkles  
Cardinal Knox Centre  
Carer's Victoria  
Carina Ford Immigration Lawyers  
Carolyn Creswell  
Cat Empire  
Chobani  
Christos Tsiolkas  
Circus Oz  
City of Greater Dandenong  
City of Melbourne  
Clancy & Triado  
Clare Bowditch  
CoHealth  
Collier Charitable Fund  
Community Housing Limited  
Corinne Grant  
Courtney Barnett  
Cr Catherine Cumming  
Cr Martin Zakharov  
Currie Communications
- Department of Education & Training  
Department of Health & Human Services  
Department of Justice & Regulation  
Egon Zehnder  
Ellen Koshland & James McCaughey  
Eva Cox AO  
Fairlie & Dennis Nassau  
FareShare  
Faustina Agolley  
Feed Melbourne  
First Call Fund - Melbourne Arts Centre  
First Dog on the Moon  
Foodbank Victoria  
Footscray Community Arts Centre  
Foundation House  
Fouress Foundation  
Gadens  
Gandel Philanthropy  
Gary Lee  
Georgina A Costello  
Geraldine Hakewill  
Gilbert + Tobin  
Good Shepherd Youth & Family Services  
Gourlay Charitable Trust  
Grace Diabik  
Greg Vero  
Grenet Foundation Ltd atf Merrin Foundation  
Hana Assafiri  
Hanover Welfare Services  
Heath Cosgrove Giving Fund  
Helen Kapalos  
Helen Macpherson Smith Trust  
Highpoint Shopping Centre  
Hoffman Foundation  
ICML  
Igniting Change  
Imogen Bailey  
Indigo Mountain Foundation  
Inner North Community Foundation  
Isabelle Silbery  
Isobel & David Jones Family Foundation  
James Love  
Jane Tewson  
Jason Chongue  
JB Were  
Jen Cloher  
Jennifer Smith  
Jo Murray  
Joanna Baevski  
Jocelyn Luck  
John Falzon  
John T Reid Charitable Trusts  
Joseph Palmer Foundation (Halkyard Bequest)  
Julian Burnside AO QC  
Justice Connect  
Kestin Family Foundation  
Kimberley Foundation
- Kinfolk  
King & Wood Mallesons  
Knit One Give One  
La Trobe University  
Launch Housing, Collingwood  
Leila Gurruwiwi  
Lentara Asylum Seeker Project, Uniting Care  
Lesley & David Willett  
Let's Feed  
Life Without Barriers  
Limb Family Foundation  
Lisa De Ferrari  
Lord Mayor's Charitable Foundation  
LUCRF Community Partnership Trust  
Luke Lambert Wines  
LUSH Australia  
Man With A Van  
Maribrynong City Council  
Mark Seymour  
Matthew Albert  
Maurice Blackburn  
Maxine Beneba Clarke  
Melbourne Social Equity Institute  
Meshel Laurie  
Michael Kirby AC CMG  
Michael Nossal & Jo Porter  
Michael Short  
Milo&Co.  
Mim & Mike Bartlett  
Min Guo  
Missy Higgins  
Moira Rayner  
Monash University  
Moore family  
Morris Family Foundation  
Moyna Wilson  
Noel & Carmel O'Brien Family Foundation  
Nola Karapanagiotidis  
Norton Rose Fulbright Australia  
Office of Multicultural Affairs & Citizenship  
Omar Al Kassab  
Osamah Sami  
OzHarvest  
Patrick McGorry AO PhD MD  
PBS Radio  
Peta Granger  
Plumpton Sikh Temple  
Project Management Institute  
Australia Chapter Ceres  
Public Transport Victoria  
Ray & Margaret Wilson Foundation  
Red Rocketship Foundation  
Refugee & Advice Casework Service  
Refugee Council of Victoria  
Remi  
Rich Hart Foundation  
Rosemary Geer  
Ross Wilson  
Rural Australians for Refugees  
Russell Kennedy
- Salvation Army Asylum Seeker Support Service  
Salvation Army Social Housing & Support Network  
Sam Pang  
Samuel Johnson  
Scanlon Foundation  
SecondBite  
Simon Lusted & Sally Bond  
Skermer Family  
St Anne & St Bede's Social Justice Group  
St Anthony's Parish in Alphington  
St Kilda Mums  
St Vincent de Paul  
St Vincent's Hospital Melbourne  
Streetsmart Australia  
Summers Family Stewardship Trust  
Surrey Hills Neighbourhood Centre  
Susan Carland  
Taj Lingam & family  
Tamara Fraser  
Telstra Consumer Affairs Victoria  
The Andrews Foundation  
The Avalon Centre - the Moving Wardrobe  
The Eirene Lucas Foundation  
The Elizabeth & Barry Davies Charitable Foundation  
The Guardian UK & Observer  
The R E Ross Trust  
The Salvation Army Melbourne Project 614  
The Seed Fund  
The Shine On Foundation  
The Sidney Myer Fund & The Myer Foundation  
The William Angliss Charitable Fund  
Toshi Australia  
Tsuno  
Une Parkinson Foundation  
Uniting Care  
Van Badham  
Van Klinken family  
Vanguard Investments Australia  
Victoria University  
Victoria University - Centre of Health, Sport & Community Services  
Victorian Government  
Victorian Refugee Health Network  
Victorian Transcultural Mental Health  
Vincent Care, Glenroy  
Vincent Chiodo Charitable Foundation  
Virgin Unite Australia  
Wai-Hong Tham  
Wally De Backer  
WAYS, Dandenong  
Whitbread Foundation  
Who Gives A Crap  
William Buckland Foundation  
WLW Lawyers  
Yarra Community Housing  
Yarra Settlement Forum



# Thank you to our volunteers

The following people have been recognised for their volunteer contribution to the ASRC from three up to 15 years of service. We are humbled and grateful for your continued support, thank you.

Leonie Gledhill  
Jan Brady-Fry  
Denise Chao  
Ruth Coulthurst  
Bronwyn Duncan  
David Jenkin  
Jenny Smith  
Gwyneth Missen  
Joanna Tapper  
Joan Lynn  
Kevin Barry  
Helen Wirtz  
Rob Mathew  
Joan Mahoney  
Margaret Rennie  
Genevieve Moore  
Megan McLeod  
Haans Lewin  
Taariq Hassan  
Sasha Gleeson  
Pauline Brown

Linda McCarthy  
Stephen Lavender  
Femida Hunter  
Melanie Wilson  
Phil Libbis  
Caroline Odell  
Gabriella Bornstein  
Francesca Williamson  
Eileen Van Bavel  
Jane Evans  
Rachel Heyworth  
Ruth Berkowitz  
Brendan Mccarthy  
Alana Murfett  
Simon Capp  
Gayle Napier  
Anthony Lewis  
Margie Welsford  
Carole Wigg  
Brian Derum  
Yogi Pillay

Hans Zerno  
Zion Lo  
Margaret Williams  
Salma Al-Khudairi  
Michael Cannon  
Nicky Lo Bianco  
Vivienne Hardisty  
Deanna Nikodijevic  
Helene Orwin  
Ann Carter  
Simon Reynolds  
Angela Lane  
Karen Simmons  
Lizbeth Gonzalez Naranjo  
Stephen Baird  
Marianne Lessels  
Catherine O'Leary  
Joanne Crosby  
Gwen White



Joan Lynn escaped Nazi-occupied Austria in 1939, arriving here with her family as 'enemy aliens', and having to report weekly to the police.

'I still feel that governments often don't recognise who the real enemies are. We persecute people who are often fleeing from danger rather than treating them with kindness.'

Four months after the ASRC first opened in 2001, Joan joined as a volunteer. This year marks her 16th anniversary as the face of the ASRC.

For eight years Joan has also visited people seeking asylum detained at the MITA detention centre.

'We always think that there may come a day when we will work ourselves out of existence. But unfortunately it seems [the system] doesn't know how to change.'

Now aged 82, she's our longest serving volunteer. But you'll still see her two to three days a week at the reception of the Footscray centre.



Photo by Kim Landy





The ASRC would like to acknowledge the Wurundjeri and Bunurong people of the Kulin Nation as the traditional owners and custodians of the land on which the ASRC stands. We pay our respects to them, their customs, their cultures and to elders both past and present.

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[asrc.org.au](http://asrc.org.au)